

Update

Ministry

Environment and Protected Areas

Describe: Basic Job Details

Position

Position ID

Position Name

Priority Issues Coordinator

Current Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

VACANT

Organizational Structure

Division, Branch/Unit

WCED, ADMO

Supervisor's Position ID

Supervisor's Position Name

Executive Advisor

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2022-12-15

Responsibilities Added:

NA

Responsibilities Removed:

NA

Job Purpose and Organizational Context

Why the job exists:

The Priority Issues Coordinator (PIC) reports to the Executive Advisor in the Assistant Deputy Minister's Office (ADMO) within the Water and Circular Economy Division (WCED). The PIC functions as a central liaison across the division and supports the coordinated management of issues, information flow, divisional decision-making processes and special project delivery.

The role ensures effective communication and information exchange within the ADMO, with the WCED branches, and other divisions (and departments as needed), Communications and the Deputy Minister's Office (DMO), including the Ministerial Correspondence Unit (MCU). The PIC assesses, prioritizes and escalates issues as required, collaborates with subject matter experts and branch leadership to compile supporting information and ensures responses are timely, accurate and aligned with divisional and departmental expectations. The position also provides advice on prioritization, communication strategies and procedural alignment with Government of Alberta requirements.

The PIC develops, implements and maintains processes that support the timely preparation of high-quality briefings, correspondence, Cabinet documents and information packages aligned with WCED's operational plan and strategic objectives. The role also contributes to policy and strategic initiatives across the division to ensure materials requiring review and approval are complete, coordinated and delivered on schedule.

The position requires demonstrated strength in issues management, project coordination, communications and a solid understanding of Government of Alberta decision-making structures and the policy development cycle. In addition to core responsibilities the PIC provides general administrative and operational support to the ADMO and assists with division priorities as required.

Responsibilities

1. Identify and manage strategic issues; lead information and workflow management in the ADMO

Support efficient and effective ADMO operations and help ensure processes are clearly understood. Develop and maintain systems to track and assess priority initiatives and provide briefings to the ADM and Executive Advisor.

Work with branches to identify and resolve issues, ensuring alignment across WCED.

Coordinate responses to information requests from the Minister, Deputy Minister, ADM, Communications, and internal divisions.

Liaise regularly with Communications to anticipate needs and coordinate messaging and briefings.

Ensure consistent and clear messaging across all materials supporting the MCU and Communications.

Maintain high quality standards for all documentation and correspondence.

Handle sensitive and confidential information appropriately.

2. Monitor and report on major WCED initiatives and issues

Track major initiatives and long-term issues to support timely progress.

Develop situation reports, action request metrics, transition binders, and other tools supporting information management.

Coordinate divisional input for departmental business plans and annual reports.

Support development, tracking, and implementation of project critical paths.

3. Manage the ARTS process for the division

Triage incoming action requests (ARs), identifying priorities and sensitivities.

Assign ARs and provide guidance to staff and ARTS administrators across WCED.

Work with DMO to continuously improve ARTS processes and quality standards.

Train new and existing staff on ARTS and briefing note expectations.

Review ARs for accuracy, clarity, formatting, consistency, and risk.

Ensure materials use the correct templates and accurately reflect WCED's programs and positions.

Process and route ARs in a timely and effective manner.

4. Support division decision-making processes

Communicate approval requirements and deadlines to branch staff.
Participate in division-wide initiatives to ensure strategic and policy considerations are incorporated.
Ensure packages for ADM and Ministerial decisions are complete and aligned with required approval processes.

5. Provide support to the Divisional Leadership Team

Lead internal engagement activities on behalf of the ADMO.
Support divisional and departmental initiatives and special projects.
Act as the Divisional Advisor for ATIA/POPA requests.
Assist the ADM and Executive Advisor with budgeting activities.
Provide operational support to the ADMO, DMO, and branches as needed.

Problem Solving

Typical problems solved:

The PIC handles a wide range of issues, from routine matters to urgent situations that need quick action. The work often involves competing priorities and many stakeholders, so the PIC must use good judgment and stay effective in fast-changing or unclear situations. The role relies on influencing others without formal authority and keeping WCED messaging consistent. It also requires understanding relationships, anticipating risks and maintaining strong working connections with branches, DMO, ATIA/POPA and Communications to meet the expectations of the Executive Advisor and ADM.

Types of guidance available for problem solving:

The PIC receives guidance from the Executive Advisor and the ADM, who set priorities, expectations and direction on emerging issues. The PIC also relies on established Government of Alberta processes such as ARTS procedures, Communications protocols, ATIA/POPA requirements and approval pathways. The PIC works with Directors, Executive Directors, Communications and DMO staff to clarify requirements, confirm expectations and ensure responses align with divisional and departmental direction.

Direct or indirect impacts of decisions:

Decisions made by the PIC affect the accuracy, timeliness and coordination of information provided to the ADM, the Deputy Minister's Office, the Minister's Office and Communications. Good judgment supports WCED's ability to respond to issues, manage risks and keep messaging consistent. These decisions also influence stakeholder confidence, the division's reputation and alignment with departmental and government priorities. The role requires weighing operational, strategic and political impacts when assessing issues or deciding how to route, escalate or frame responses.

Key Relationships

Major stakeholders and purpose of interactions:

Executive Advisor

The PIC works closely with the Executive Advisor to receive direction, discuss priorities and provide updates on issues and divisional activities.

Deputy Minister's Office

The PIC coordinates regularly with the Deputy Minister's Office to support information flow, confirm expectations and ensure timely responses on division matters.

Branch ARTS Administrators and Branch PICs

The PIC collaborates with branch administrators and PICs to track action requests, clarify requirements and manage priorities across the division.

WCED Directors and Executive Directors

The PIC engages with Directors and Executive Directors to gather updates, resolve issues and align

divisional responses with operational needs.

ADM Executive Support

The PIC works with ADM Executive Support to plan for upcoming needs, prepare materials and ensure the ADM has accurate and timely information.

Required Education, Experience and Technical Competencies

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

If other, specify:

Bachelor's degree in Political Science, Economics, Communications, Public Administration, or related field.

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

Knowledge of the Government of Alberta's mandate, strategic direction, business planning and organizational structure
 Understanding of stakeholder perspectives and the broader political and operational environment
 Knowledge of Government of Alberta decision-making processes and approval pathways
 Experience coordinating access to information and privacy requests
 Strong organizational skills and the ability to manage multiple competing priorities
 Analytical skills to assess issues, determine urgency and recommend appropriate actions
 Ability to work independently, make decisions and manage information when direction is limited
 Strong interpersonal skills to navigate sensitive issues and support collaborative problem solving
 Ability to design processes and systems that support timely and high-quality information flow
 Excellent written and verbal communication skills suited to a range of audiences
 Proficiency with ARTS and standard office software used across the Government of Alberta
 Ability to apply plain-language principles and follow GoA / EPA style guidelines

Behavioral Competencies

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"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Takes a holistic, long-term view of issues and anticipates impacts across WCED. Seeks diverse perspectives and identifies interdependencies across programs.
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"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes 	Identifies alternative approaches and supports others through complex or uncertain situations. Anticipates obstacles and remains focused on outcomes.

