

New

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Project and Services Coordinator

Requested Class

Program Services 2

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

Learning, Engagement & Talent Management, L&E

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Team Lead

Human Relations Level 3

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Learning and Engagement (L&E) Branch provides strategic leadership and direction for the design and delivery of learning and engagement programs for the Alberta Public Service (APS). The Branch allows the public service as a whole to meet essential and complex goals, by ensuring learning, development and engagement programs support and enable achievement of government's strategic business objectives by developing staff capacity across the organization.

Reporting to the Team Lead, the Project and Services Coordinator supports the planning and delivery of learning and engagement services and events for APS employees. The position coordinates logistics, schedules resources, and maintains service documentation to ensure activities run smoothly and on schedule. Working within established procedures and standards, the Coordinator provides operational support to ensure events and services are delivered efficiently and meet client needs.

Responsibilities

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

1. Planning and Coordination - To support the effective planning and coordination of sessions, engagement events and service projects, the position undertakes activities such as:
 - Developing and managing project timelines, schedules, and workplans;
 - Coordinating scheduling, registration, and logistics for assigned events and training sessions;
 - Maintaining accurate records of event details, participation, and feedback;
 - Monitoring event plans for compliance with established procedures;
 - Escalating unusual or complex issues and proposed solutions to the Team Lead or Manager for consideration.
2. Stakeholder and Client Engagement - To support positive relationships with clients and stakeholders, the position undertakes activities such as:
 - Responding to stakeholder inquiries regarding routine event or service logistics;
 - Coordinating with internal colleagues to confirm details and share updates;
 - Providing accurate information on established processes, timelines, and participation requirements;
 - Documenting stakeholder feedback for review by the Team Lead or Manager;
 - Referring complex or sensitive issues to the Team Lead or Manager for direction.
- 3 - Service Delivery and Logistics - To support the smooth delivery of events and services, the position undertakes activities such as:
 - Preparing and assembling materials, equipment, and supplies for assigned events or training sessions;
 - Coordinating room bookings, technology requirements, catering, and other logistical needs;
 - Monitoring event setup to ensure requirements are met;
 - Processing routine invoices, purchase orders, and expense claims related to events;
 - Identifying and reporting any delivery issues to the Team Lead or Manager.
4. Process Improvement - To contribute to the improvement of service delivery processes, the position undertakes activities such as:
 - Identifying process issues in routine service activities and suggesting adjustments;
 - Documenting recurring questions or issues to inform future process refinements;
 - Following updated procedures and providing feedback on their clarity and effectiveness;
 - Assisting in the testing of new tools, templates, or systems for event coordination;
 - Sharing observations on opportunities for efficiency with the Team Lead or Manager.
5. Risk Identification and Issue Resolution - To support the identification and resolution of risks affecting event and service delivery, the position undertakes activities such as:
 - Monitoring assigned sessions for issues that could impact delivery;
 - Documenting and reporting potential risks or recurring problems to the Team Lead or Manager;
 - Following established protocols to address logistical or service issues;
 - Ensuring risk mitigation measures directed by the Team Lead or Manager are implemented;
 - Maintaining accurate records of issues and resolutions for future reference.
6. Leadership and Accountability - To cultivate a culture of an accountable, high-performing team, the position undertakes activities such as:
 - Exercising appropriate judgement, within the framework of established protocols, when completing tasks;
 - Fostering a culture of mutual trust and respect among colleagues and leadership;
 - Cultivating a strong commitment and ethic toward service excellence;
 - Assuring appropriate maintenance and security of records, including appropriate disposition of transitory information;
 - Ensuring assignments are delivered on time and meet the requirements of management.

Problem Solving

Typical problems solved:

Resolves logistical and coordination issues for recurring APS events, such as confirming participant registrations, ensuring materials are up to date, or arranging minor adjustments to schedules. Problems are typically well-defined and have established procedures for resolution. Complex or unusual issues, such as changes affecting executive participants or requiring multiple cross-ministry approvals, are escalated to the Team Lead or Manager.

Types of guidance available for problem solving:

Receives direction from the Team Lead or Manager on priorities, timelines, and procedures. Established templates, process documents, and event plans are available for reference, and many problems can be resolved using these resources, by applying reasonable judgment to the situation. Guidance is readily available for sensitive issues, and complex matters are referred upward for decision-making.

Direct or indirect impacts of decisions:

Decisions affect the smooth delivery of assigned events and services, such as APS-wide training sessions. Accurate, timely coordination ensures participants receive the intended learning or recognition experience. Errors or delays may cause inconvenience to attendees, require rework from colleagues, or reflect poorly on the department, but impacts are generally contained to the specific event.

Key Relationships

Major stakeholders and purpose of interactions:

Primary contacts (daily):

Team Lead - Immediate supervisory direction, clarification on priorities, and problem escalation.

Branch staff (including other work units) - Exchange information, coordinate tasks, and provide input on event planning and logistics.

Other divisional/departmental staff - Share details, confirm requirements, and obtain approvals for routine tasks.

Secondary contacts (frequent):

Manager - Approval of session materials, agenda changes, and logistical adjustments.

Corporate service teams (e.g., Communications, IT, Facilities) - Request support for routine event services.

Other contacts (occasional):

External vendors - Arrange delivery of approved goods and services for events.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Experience coordinating logistics for events or training sessions, including scheduling, registration, and materials preparation.
- Experience working with established templates, checklists, and approval processes in a public sector or similarly regulated environment.
- Familiarity with APS administrative processes, including procurement, records management, and corporate service requests.
- Ability to follow established event planning processes and adapt to procedural updates.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint) for document preparation, tracking, and communication.
- Knowledge of virtual meeting platforms and audiovisual equipment setup.
- Strong attention to detail in tracking approvals, timelines, and documentation.
- Effective written and verbal communication for relevant stakeholder interaction.

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	☐	☒	☐	☐	☐	Works in a changing environment and takes initiative to change: • 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	Position must be able to prioritize and manage competing priorities. Also pivot between emerging issues and day to day requests (i.e. branch urgent requirements, ministry announcements and mandates).
Drive for Results	☐	☒	☐	☐	☐	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	Position is required to achieve results on priorities despite ambiguity in process, evolving challenges, and tight timelines.
Build Collaborative Environments	☐	☒	☐	☐	☐	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	Position must work in a proactive, collaborative and integrated fashion to support ongoing initiatives. Must be a team player, with clear communication to ensure competing client needs are addressed.
Systems Thinking	☐	☒	☐	☐	☐	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	Position must integrate different types of policies and client priorities to identify the correct solution to each problem.

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.

[vacant](#)

Employee Name	Date yyyy-mm-dd	Employee Signature
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Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
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Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
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