

Update

Ministry

Agriculture and Irrigation

Describe: Basic Job Details

Position

Position ID

50001850

Position Name (30 characters)

Program Delivery Specialist

Current Class

Administrative Support 4

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

PA/CARP/Program Delivery

☐ 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:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

This position is integral for the processing of applications under the Water Program. A Program Delivery Specialist makes decisions by collecting, verifying and analyzing information in order to maintain a high level of data integrity within the water system. They do this by:

- resolving issues and inquiries from program applicants

- communicating respectfully, effectively, and with confidentiality
- ensuring data standardization
- contributing to and working within the policy and processes of the water program system
- using their ability in; teamwork, adaptability, trouble shooting and applied learning.

This position is responsible for compliance of applications in the water program so that applicants can be paid quickly and accurately. Client and stakeholder interaction is essential to ensure accounts in the system reflect accurate data.

Responsibilities

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

Adjudicate new and existing Program applications

- apply program system controls and business rules to ensure accurate program data.
- communicate with applicants to clarify and collect accurate information for the program.
- approve or reject applications based on compliance rules

Create/Update information within the water program system

- responsible for the data integrity the of water program system
- enter, update and adjust information within the program system.
- ensure program delivery staff the water program are following best practices and standard operating procedures

Communicate with the water program Stakeholders

- collaborate with water program system staff any and all emerging trends, issues and challenges.
- provide guidance to water program staff regarding account holder perspectives of using the water system, and vice versa.
- liaise between traceability program staff and front line services to establish and document SOPs and program policy.

Support Program Delivery Unit operations

- cross-train self and assist in the development of others as Program Delivery Specialists/Officers.
- provide operational support as need to other Program's within the Program Delivery Unit (AFFB, S-Cap Premises ID).

Problem Solving

Typical problems solved:

This position interacts one-on-one with clients, who have questions about the water program and the application process. This position determines if the applicant meets the requirements of the program and therefore can be considered for funding under the program. In situations where the policy question or operational challenge is complex, this position seeks advice, solutions and answers and get back to the client promptly. Maintaining data integrity and consistency is paramount.

Types of guidance available for problem solving:

This person is supported by senior technical and program staff including Water Specialists, Program Services, Ag Info Centre, and IT support.

Direct or indirect impacts of decisions:

Decisions and abilities directly impact the integrity of the data collected, success of the water program in meeting its environmental objectives and the relationships with stakeholders and clients.

Key Relationships

Major stakeholders and purpose of interactions:

External stakeholders include primary livestock producers, the agricultural livestock service sector and the agricultural livestock industries.

Internal stakeholders include Program Delivery Unit staff, Ag Info Centre agents, and water experts.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)	Public Administration		

If other, specify:

Strong understanding of production agriculture practices

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

Additional requirements include experience in:

- Microsoft 365 (Word, Excel, Outlook, Teams, Sharepoint, One drive)
- strong interpersonal skills and confidence
- ability to communicate clearly and effectively, both verbally and in writing
- active listening skills, probing for answers and ability to effectively transcribe a verbal communication interaction- IT knowledge and comfortable working in a complex IT application
- Strong interpersonal skills in face-to-face environments

Assets include:

- post-secondary diploma in Business, Administration, or a related discipline
- Understanding of the importance of disease response and emergency response related to agriculture in the province
- Sufficient understanding of the fundamentals of traceability and the importance of premises identification
- Good working knowledge of livestock production systems, land descriptors/coordinates in Alberta, and functioning of the overall livestock industry

Equivalences will be considered.

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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	<ul style="list-style-type: none"> • need to be able to quickly understand the uniqueness of the livestock producer's operation • must quickly determine the best way to record the information in the PID system so that the data can be extracted for disease or emergency response activities • seeks opportunities for cross compliance and communication with account holders
Build Collaborative Environments	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses 	<ul style="list-style-type: none"> • this role will liaise with various staff from various sections and be required to create and coordinate solutions to program challenges • competing priorities for the various work groups

		opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations	will influence • be willing, capable and able to support staff cross-training across Program Delivery Unit
Develop Networks	○ ● ○ ○ ○	Works on maintaining close relations with all stakeholders: • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques	• based on strategies for advancing water program objectives this person will need to advance various relationships within and external to the GOA in order to enroll clients in the system
Agility	○ ○ ● ○ ○	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	• addresses concerns and challenges with the system that create barriers to participation • gathers metrics to monitor progress in uptake • supports and interprets applicant needs to assist in trouble shooting of inquiries • able to prioritize and track multiple data integrity issues while resolving conflicting information requirements able to communicate effectively with clients to trouble shoot issues
	○ ○ ○ ○ ○		

Benchmarks

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

014AS19 Service Alberta Information Officer

014AS16 Municipal Affairs Appl. & Subdivision Appeals Admin

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.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature