

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Licensing Analyst

Requested Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Traffic Safety Services, DCVS/Carrier & Vehicle Prog

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

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 takes a client centric approach by providing effective client 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 Carrier and Vehicle Programs Section is responsible for issuing licences, certificates, and approvals for a number of regulated industries and professions; including commercial carriers, inspection facilities, inspection technicians, and provincial railways. Accountable for the implementation of various National Safety Code standards and the department's vehicle standards authority in the operation and development of vehicle safety programs, standards, and safety regulations. The section takes an active role in provincial, national, and international committees dealing with vehicle safety, special transportation requirements and vehicle issues.

The Licensing Analyst is the first point of contact and liaison with the public, other departments and levels of government, agencies, and associations. Responsible for operating the main switchboard for the Traffic Safety Services Division (TSS) and transferring or responding to public inquiries regarding Alberta Transportation and Economic Corridors (TEC) program and services. Where necessary the individual must make appropriate referrals to other departments or agencies that may assist clients on matters outside the scope of the Department. The position is also responsible for the administrative activities of the Vehicle Inspection Program, issuance of railway operator approval certificates, issuance of inspection technician and inspection facility licences, vehicle status updates, eFacility user account maintenance, inspection entry/correction, and decal maintenance and sales. The Licensing Analyst is required to keep up to date with current legislation, policies, and procedures as they relate to TSS programs and services, thereby maintaining a high level of quality service.

Responsibilities

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

1. Provide accurate and timely information to stakeholders on programs and services:

- First point of contact for industry stakeholders, responding to email and telephone inquiries related to the completion of vehicle inspection documents, commercial decals, inspection facility and technician licences, vehicle statuses, and railway approvals; providing details in a timely and accurate manner.
- Clarify and interpret regulation, manuals, and policies regarding vehicle inspection program licensing, vehicle branding, and railway operating approvals for both internal and external stakeholders.
- Assist in the completion of action requests and provincial government web inquiries, in accordance with Ministerial correspondence guidelines, as directed by the Team Lead.
- Research vehicle histories to provide guidance to Registry Agents with vehicle creation and/or vehicle status assignment; clarifying vehicle inspection policies and providing details on vehicles imported from outside of Canada.
- Provide appropriate referrals to municipal, provincial, or federal government departments, agencies, associations, courts, and law enforcement bodies when inquiries fall outside the scope of the program. This requires the position to have an understanding of related programs and services offered outside the Section, Branch, and Department.

2. Administer vehicle inspection program licensing and inspection, vehicle statuses, and railway approval activities:

- Ensures railway approvals and vehicle inspection facility and technician applications meet regulatory and policy requirements; documents deficiencies and partners with stakeholders to ensure compliance is met prior to a licence/approval being issued.
- Researches applicant ownership records and compliance history to identify any applicant with a history of non-compliance, active investigations, outstanding administrative penalties (fines), or undisclosed association to a non-compliant approval/licensee in the past.
- Assist stakeholders with resolving administrative compliance issues (e.g. paying fines or resolving administrative and tooling deficiencies).
- Identifies applications that appear suspicious or are associated with non-compliant stakeholders to the Team Lead or Manager for additional review; provides supporting documentation and details to assist with additional review and decision making.
- Verifies automated application reviews have completed and actions any errors or deficiencies; liaising with the applicant or addressing defects with technology partners to ensure application work-flow completion.
- Review and process vehicle status reports; identifying deficient, erroneous, or unacceptable reports to the

originating source.

- Analyze vehicle status correction requests ensuring supporting documentation meets guidelines; determining eligibility for a revised vehicle status.
- Manage commercial decal inventory and process stakeholders orders; ensuring purchasers meet guidelines, payment has been reconciled, and decal inventory has been assigned to appropriate client.
- Initiate refund requests for applications or decal orders that do not meet requirements and application/order is voided and documented; coordinating Expenditure Officer approvals where necessary.
- Troubleshoot program systems to assist stakeholders with application/order/vehicle status activities; escalating defects to technical services when issue cannot be resolved and impacts work-flow.

3. Participate in the ongoing planning, development and improvement of the team, processes, and systems:

- Participate in divisional, branch, and section activities such as staff meetings, project team meetings, training, and coaching.
- Review and recommend updates to policy, procedures, and guidelines; suggesting improvements to client service.
- Identify trends and/or deficiencies in website and stakeholder communication documents; participate in drafting revisions.
- Identify defects and recommend enhancements to business systems and databases.
- Participate in the development of training materials, guides, and communication tools for internal and external stakeholders; assisting with training of new employees as necessary.

Problem Solving

Typical problems solved:

- Licensing Analyst must make decisions and balance priorities that ensure the timely review and completion of licensing, vehicle status, and inspection activities to ensure continued movement of people and goods within Alberta's transportation system.
- Role frequently requires a systems thinking approach to solving stakeholder inquiries and concerns, as problems with licensing and vehicle statuses can be complex and impact other areas within TEC.
- Staff often work independently, relying on legislation, policy and procedure for guidance.

Types of guidance available for problem solving:

- Guidance includes the Traffic Safety Act and it's Regulations, inspection manuals, policy and procedures.
- Position also draws upon technical expertise within the team and TSS.
- Team Lead and Manager are available for consultation on complex or sensitive issues.
- Referral pathways to other departments or agencies (e.g., law enforcement, Service Alberta) ensure issues beyond the Analyst's scope are appropriately addressed.

Direct or indirect impacts of decisions:

Decisions made can have a direct impact on the transportation industry, insurance industry, vehicle owners, TEC and other GOA departments; affecting Alberta's economy and highway safety.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Frequent contact with other branches within TEC and other GOA departments regarding licensing and inspection program activities and requirements.
- Works closely with MSI and TI teams to ensure licensing and inspection systems/databases are operational; escalates issues requiring immediate resolution.

External

- Daily contact with inspection facilities/technicians and railway operators with respect to licensing programs.
- Frequent contact with insurance providers and other government jurisdictions to investigate and resolve vehicle status concerns.
- Daily contact with the general public to provide information and resolve concerns related to TEC programs and services.

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

Four years of related experience.

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

- In-depth knowledge of the transportation industry (both commercial and private) and the Traffic Safety Act and its regulations; specifically the Vehicle Inspection Regulation.
- Detailed knowledge of the Railway (Alberta) Act and its regulations.
- Knowledge of the Freedom of Information and Protection of Privacy Act and other privacy requirements.
- Knowledge of vehicle registration and other services/programs relating to both commercial and private vehicles; including the National Safety Code, Safety Fitness Certificates, the Assigned VIN Program, and the Registrar of Imported Vehicles.
- Proficient in computer programs and software including word processing, spreadsheets, presentations, reports, templates, and forms.
- In-depth knowledge of the information management and technology systems used to administer the programs (e.g. eVIP, eFacility, ROADS, TSIS, TRAVIS, CORES, MOTRIS, etc.)
- Requires strong verbal and written communication skills as well as diplomacy.
- Requires analytical, research, and problem solving skills.
- Must have strong organizational skills, including time management, accuracy, consistency, and attention to detail.

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		

Systems Thinking	○ ● ○ ○ ○	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>Enforcement and other GOA departments rely on licensing and vehicle status activities completed by the Analyst to be accurate, complete, and thorough.</p> <p>Analyst understands how system errors and outages impact stakeholders and drivers; liases with appropriate teams to find quick and effective solutions.</p>
Creative Problem Solving	○ ● ○ ○ ○	<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>-Analyst evaluates and offers solutions for stakeholder technical issues with systems/ databases.</p> <p>-Escalates issues requiring detailed technical investigation to appropriate department.</p> <p>-Identifies area where stakeholder communication can be improved in order to improve program delivery.</p>
Drive for Results	○ ● ○ ○ ○	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>- Prioritizes activities to ensure stakeholders do not experience significant delays in service.</p> <p>- Identifies and escalates issues that will impact activities or stakeholder experience.</p> <p>-Tracks and identifies opportunities for process and system improvement.</p>