

Ministry

Jobs, Economy and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Officer

Current Class

Program Services 2

Requested Class

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

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Jobs, Economy and Trade (JET) is responsible for driving economic growth in Alberta by supporting entrepreneurs and employers, promoting trade and investment, facilitating workforce development, leading child care initiatives, and ensuring safe, fair, and healthy workplaces.

The Enterprise and Entrepreneurship Unit (EED) plays a key role in analyzing the small business landscape to inform policy and program development. It provides direct support to businesses navigating government resources, evaluates trends within the entrepreneurial ecosystem, and fosters strategic partnerships to enhance competitiveness and economic resilience.

Reporting to the Manager, the Business & Entrepreneurship Advisor is responsible for:

- supporting operations of the Biz Connect team and portal, inquiries and repository.
- information management for the Small Business team, especially stakeholders contacts, programs, services and small business resources.
- research and program support to help the Small Business team stay current with issues and trends.

Key to the Advisor's role is oversight of Biz Connect operations and maintaining the Small Business Supports team's repository of small business programs and services. To be successful, the Business & Entrepreneurship Advisor has a good understanding of the small business ecosystem and path finding

supports helpful to stakeholders and small businesses, and be able to manage information efficiently. In addition, the Business & Entrepreneurship Advisor will engage with staff and project teams from other government areas to share information about small business needs and challenges to inform government policies and programs.

The Small Business Supports Team focuses on the outreach, intelligence, and cross-ministry initiatives for supporting and growing small businesses to drive economic growth and job creation in Alberta. The role actively contributes to promotion of small business supports path finding services.

Responsibilities

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

1. Provide support for running of Biz Connect team, inquiries and repository.

- Makes initial phone calls for screening of small business inquiries and determines which follow up calls are directed to PS4 Strategists.
- Captures any new contacts or referrals, programs and services from email responses into the Biz Connect Repository Tool.
- Maintains the Biz Connect tracker/database, and is responsible for reporting Biz Connect statistics (ie., number of inquiries per quarter, types of inquiries received, etc.).
- Keep on top of inquiry trends in Biz Connect, and present options and recommendations on any findings.

2. Information management for the team for events, the Biz Connect repository, grants, one-pagers, Small Business materials, and other team information.

- Maintain Biz Connect repository and input information collected on programs, services and resources relevant to small business from internal and external stakeholders.
- Maintain the team's documents on SharePoint (ie., Events spreadsheet and forms, one-pagers, etc.).
- Ensure Small Business Alberta Resources website links are working and connected to the appropriate pages, and any program changes are also reflected.
- Provide support to Biz Connect coordinator to develop promotional products for the Small Business Supports team and Biz Connect site for outreach (ie., looks into costs to print posters and banners, etc.).
- Provides feedback on information management processes, and continuous improvement.
- Maintains the events tracker, and searches for relevant events to attend.

3. Provide research, policy and program supports, as needed.

- Environmental news scan on small business and entrepreneurship programs (ie., e-clips, news outlets, social media, stakeholder connections, databases, etc.) to share with the team.
- Finger on the pulse: identify emerging issues and trends within the Alberta business community, indicate those that may impact Alberta's economy, and the potential impact on current policies and programs.
- Conduct cross-jurisdictional scans and perform analysis to identify strategic initiatives, opportunities, and challenges that arise throughout the business ecosystem.
- Use appropriate technology to create reports and briefings with supporting visuals to aid understanding of information presented.

4. Engage with internal and external stakeholders to collect and share relevant information on small business resources that is timely.

- Represent the Government at events (i.e., trade booths, networking, conferences) to answer small business questions, direct them to the Biz Connect Site or demo the site, network with stakeholders, or speak on panels on behalf of GoA.
- Provide support for cross-ministry initiatives with partner ministries (e.g., Technology and Innovation, Culture and Status of Women) to identify program or policy initiatives available to the stakeholder community.

6. Develop written responses for information requests and briefings.

- Support the preparation of action requests and briefings for the Premier, Minister, Deputy Minister, and Assistant Deputy Minister (ADM).
- Provide and consolidate information for draft briefings in response to news reports, stakeholder releases,

and other relevant items.

- Respond to ad hoc inquiries and information requests in a timely manner.

7. Other duties as assigned by Manager.

- Providing cover off support to other team members.
- Assist with ensuring core operational needs are met, including assisting other colleagues with their workload during times of high volume.
- Assisting the policy team with projects and performing research and analysis.

Problem Solving

Typical problems solved:

Small Business Supports is generally not the "owner" of any program, policy or strategy. The functional structure of the department may sometimes result in a lack of clarity on both process and appropriate assignment of responsibility.

Mitigation: The Business & Entrepreneurship Advisor will work collaboratively with colleagues to path-find solutions, while mitigating risk; tracking down answers for stakeholders, relying on strong communication skills and relationships throughout the department. Escalate complex or politically sensitive issues to the Manager.

This position is expected to work with various stakeholders who are looking for funding and business resources, with a limited departmental budget.

Mitigation: Maintain strong relationships various service providers to be able to assist stakeholders with their immediate needs. Maintain a list of service providers to enable easy access to information for stakeholders.

Many internal and external stakeholders are unaware of the services of the Small Business Supports team. This position is expected to promote the team.

Mitigation: Maintain an informative website, promote through marketing materials and at internal committees, the services and Biz Connect portal. Develop posters, banners and branding to promote the team.

Types of guidance available for problem solving:

This position is expected to function with some independence. Strong interpersonal and stakeholder management skills are necessary in order to solve problems, however the position has access to the PS4s and the Manager for regular direction and guidance as well as support complex issues and tasks. This position consults with peers and other stakeholders to ensure timely path finding of information.

Direct or indirect impacts of decisions:

This position is responsible for ensuring the accurate gathering of internal and external stakeholder information to develop the Biz Connect repository tool and website. This position must have a strong understanding of all relevant programs and priorities to provide accurate advice and tactical opportunities to better support Alberta businesses. This position directly impacts the flow of information to stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

- **Manager:** To provide integrated updates, advice, and recommendations. To receive guidance on complex or politically sensitive issues.
- **Other Business & Entrepreneurship staff:** To work in collaboration on various unit activities and any ad hoc requests from the Manager. Work collaboratively to conduct research and path find information for clients.
- **Small Businesses / Entrepreneurs:** To path find information and address issues, challenges, and concerns to support their growth through the Biz Connect portal.

- Entrepreneurship policy team: To collaborate on the development and promotion of initiatives to enhance services to Alberta businesses. Provide specific advice and input into policy creation.
- Other department branches within JEI: Network, collaborate and collect information on programs, services and resources. Share stakeholder feedback and any concerns that require attention.
- Other ministries (e.g., Technology and Innovation, Agriculture and Forestry, Culture and Status of Women, etc.): To collaborate and increase access to support services.
- Small Business Service Providers (e.g., Business Link, Futurpreneur, financial institutions, Chambers of Commerce): To understand programs and services available to assist clients.

Required Education, Experience and Technical Competencies

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

If other, specify:

Other related degrees include Public Administration or Political Science.

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

- Knowledge of research, emerging issues, trends, and needs to promote economic resilience, recovery and growth.
- Knowledge of community development practices, and economic trends provincially, nationally and globally.
- Sound knowledge of project management approaches and experience engaging with stakeholders and small businesses.
- Marketing or sales experience is considered an asset.

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"/>	Focuses on continuous improvement and increasing breadth of insight: <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 	This position is expected to independently execute research projects that support program and policy development, which may not have set precedents. Must resolve issues that arise or propose a path for resolution.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes 	This position is expected to proactively conduct research and environmental scanning at all levels while also contributing to the completion of various projects. Must use past experience to ensure

		<ul style="list-style-type: none"> • Aims to exceed expectations 	efficiency and work collaboratively to achieve results.
Develop Networks	○ ● ○ ○ ○	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	This position is required to collaborate with various stakeholder to gather feedback and information in a timely manner to contribute to policy and program development.
Agility	○ ● ○ ○ ○	Works in a changing environment and takes initiative to change: <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 	This position is required to conduct reserach of rapidly changing and evolving industries. Must maintain flexibility to ensure continuous research to provide up to date information to stakeholders.

Benchmarks

List 1-2 potential comparable Government of Alberta: