

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Team Lead, Licensing & Approvals

Requested Class

Administration 2

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

TSS, DCVS/Carrier & Vehicle Programs

☐ 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.

Reporting to the Manager of Approvals & Support, the Licensing Team Lead oversees a team of Licensing Analysts, ensuring the efficient and accurate delivery of the administrative activities of the Vehicle Inspection Program and issuance of railway approval certificates. Oversees the issuance of inspection technician and inspection facility licences, railway approvals, vehicle status updates, eFacility user account maintenance, inspection entry/correction, and decal maintenance and sales, ensuring they are completed in accordance with regulatory, policy and procedure requirements.

Responsibilities

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

Liaise and mediate between vehicle owners and insurance providers as it relates to vehicle status disputes; ensuring both parties are educated on the regulatory and policy guidelines.

Problem Solving

Typical problems solved:

1. Team Supervision and Leadership

- Onboard, develop, and facilitate knowledge transfer and capacity building in new and existing staff, including the development of training plans and materials.
- Monitor and manage the performance of direct reports, focusing on development that enhances service quality.
- Conduct regular team and individual meetings with staff to ensure clear communication on relevant information, such as program performance targets, changing priorities, workplace updates, operational concerns.
- Implement and monitor, and adjust workflows as needed to optimize and achieve operational targets in alignment with the Program mandate.
- Collaborate with management and the Public Service Commission to resolve human resource issues, and to ensure appropriate handling of any human resource concerns.
- Guide staff in the resolution of novel or complex issues, taking the lead for significant and complex issues.
- Quality control of the creation and maintenance of interactions with telephone clients; to ensure effective racking of stakeholder concerns and resulting actions.

2. Program development, quality and enhancement

- Monitor and identify trends related to vehicle inspection and vehicle status activities and implement efficiencies that support streamlined client services, through the creation and maintenance of procedures and guidelines.
- Develop and recommend opportunities for program-level and day-to-day operational improvements and lead their development and implementation.
- Complete regular quality assurance practices to ensure data and decision integrity, compliance with required policy and legislation, and consistency across team operations.
- Collaborate with technical teams on development and enhancements to information management and technology systems the streamline the client experience and reduce processing times.
- Lead business area user acceptance testing for bug fixes and enhancements to program related systems and databases; collaborate with technical teams to develop user cases and test plans align with business policies and operational requirements.
- Lead in the development of letters, template responses, user guides/manuals, and website content to achieve consistent and effective communication to clients and external stakeholders.
- Leads working groups responsible for the review and updating of procedures and processes.
- Participates in the review of legislation, regulations, and policies that relate to vehicle inspections, vehicle

statuses, and railway approvals.

3. Administer the vehicle inspection, vehicle status, and railway approval programs:

- Act as the subject matter expert for vehicle inspection, vehicle status, and railway approvals by clarifying and interpreting regulation, policy, and guidelines; draft and provide input on action requests and email responses as necessary.
- Reconcile commercial decal order revenue monthly, documenting monthly expenses related to decal sales; collaborating with the Manager and Finance teams to ensure refunds, credit card fees, and material costs have been accounted for.
- Analyzes applications that have been identified as suspicious or being associated with a non-compliant licensee; collaborates with Monitoring and Compliance where necessary to develop a "complete picture" of potential non-compliance issues; evaluates licence eligibility and escalates to the Manager where the recommendation is to deny the application.
- Analyzes applications that fail the background checks; partners with applicant to obtain additional details of convictions or events and evaluates their alignment with policy requirements; evaluates licence eligibility and escalates to the Manager where the recommendation is to deny the application.
- Analyzes supporting documentation for vehicle status corrections and collaborates with insurance providers, other jurisdictions, and law enforcement where necessary; determines appropriate vehicle status or refers to Vehicle Standards for a mechanical review; escalating complex issues to the Manager.
- Liaise and mediate between vehicle owners and insurance providers as it relates to vehicle status disputes; ensuring both parties are educated on the regulatory and policy guidelines.

Types of guidance available for problem solving:

- The Manager and Director of the program area will provide coaching and direction to the Team Lead to navigate policy and stakeholder related issues that may arise.
- Guidance includes the Traffic Safety Act and it's Regulations, as well as the numerous policies, procedures, and guidelines.
- The position also draws upon the technical expertise within the team and Department.

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

- Daily contact with Licensing Analysts to ensure programs and services are being delivered efficiently.
- Frequent contact with other branches within TEC and other GOA departments regarding licensing and inspection program activities and requirements.
- Works closely with technical 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.

- Occasional contact with associations (e.g. Alberta Motor Vehicle Industry Council) to discuss programs and services as they relate to stakeholders.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

Five years of related, progressively responsible experience.

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

- Extensive knowledge of both the private and commercial transportation industry, the Vehicle Inspection Regulation, the Traffic Safety Act and its regulations, and department policies and procedures pertaining to vehicle inspections and vehicle statuses.
- Extensive knowledge of the Railway (Alberta) Act and its regulations, including department policies and procedures related to public, industrial, and heritage railways.
- Knowledge of the Freedom of Information and Protection of Privacy Act and other privacy requirements.
- Broad knowledge of vehicle registration and other services/programs relating to both commercial and private vehicles; the National Safety Code, safety fitness certificates, the Assigned VIN Program, and the Registrar of Imported Vehicles.
- Extensive knowledge of the information management and technology systems used to administer the program (e.g. eVIP, eFacility, TSIS, ROADS, CORES, MOTRIS, etc.) and business productivity programs (e.g., MS Office, Adobe).
- Requires advanced verbal and written communication skills as well as diplomacy.
- Strong customer service skills, specifically over the phone; preferably in a deadline/target driven, fast paced environment.
- Requires analytical, research, and problem solving skills.
- Sound supervisory skills and people management, which result in respectful relationships with employees and strong team performance.
- Ability to identify sensitive situations and provide the necessary background information to resolve and prioritize the issue.
- Ability to work with a variety of stakeholders, including public servants in Alberta and other jurisdictions, industry members, and members of the public.

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	<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	Responsible for the oversight of the issuance and maintenance of licences/approvals and vehicle inspections;

		<p>view of challenges and opportunities</p> <ul style="list-style-type: none"> • 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 	<p>having a large impact on transportation safety in Alberta. Role understands the effect this work has on industry and other government departments and can communicate that to their team. Leadership skills, including ability to build and coach teams and promote adoption of innovative approaches.</p>
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Leads team members in problem solving system issues, procedural discrepancies or regulatory concerns for stakeholders. Able to get to the root problem; can address stakeholders in plain language and break down issues into small, manageable steps. Can identify when issues need to be escalated to IT Support or Management for action.</p>
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <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 	<p>Ensures procedures and guidelines are thorough and up-to-date; identifying areas that can be streamlined or updated to account for changes in policy or technology. Collaborates with internal and external stakeholders to identify areas for improvement or highlight upcoming change.</p>
Develop Self and Others	○ ○ ● ○ ○	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance 	<p>Actively seeks out opportunities to grow and enhance leadership skills. Ensures coaching and performance conversations with direct reports are frequent and on-going throughout the year; identifies exceptional performance</p>

		<ul style="list-style-type: none"> • Values team diversity, and supports personal development 	or areas for improvement immediately.
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	Has regular interaction as required with insurance companies, peers in other jurisdictions and special interest groups, to identify and resolve issues, exchange information, interpret legislation and policies, coordinate issue resolution, provide training, solicit input for new policies and processes, develop professional relationships and share ideas and best practices.

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.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature