

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Fleet Management Services

Current Class

Job Focus

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Manager, Fleet Management Services (FMS) is responsible for overseeing the delivery, performance, and continuous improvement of the Government of Alberta's vehicle program. The role ensures that fleet assets are managed efficiently and in alignment with Service Alberta and Red Tape Reduction (SARTR) policies, enterprise standards, and fiscal stewardship expectations. The Manager provides leadership in administering operational and financial resources, coordinating program activities, and ensuring compliance with legislative, policy, and contractual requirements. A key accountability includes collecting, validating, and analyzing fleet data to support enterprise reporting, capital planning, and decision-making across ministries. The position plays a central role in maintaining service quality, supporting modernization initiatives, and ensuring that fleet operations contribute to broader government objectives related to safety, transparency, and operational excellence.

Responsibilities

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

Operations, Supervision and Leadership (15%)

Ensures fleet team members are engaged, supported, and equipped to deliver high-quality service to client ministries.

- Coordinates and organizes business area activities by providing clear direction on policies, procedures, and legislation to ensure alignment with Government of Alberta priorities.
- Provides direct supervision to four staff (Fleet Safety Officer, two Program Analysts, and Team Lead) and indirect supervision to seven staff (five Fleet Coordinators, one Program Coordinator and one Equipment Operator).
- Manages 1GX Human Capital Management processes, including recruitment, on-boarding, scheduling, and role assignments; recommends hiring decisions to ensure positions are filled with qualified candidates.
- Supervises staff in accordance with Government of Alberta policies, collective agreements, and sound supervisory practices.
- Supports staff development through coaching, mentoring, and training; collaborates with employees to identify and implement learning opportunities.
- Manages informal and formal performance feedback, including completion and discussion of annual performance agreements and addressing performance issues as required.
- Ensures FMS facilities support operational needs, including authority to approve floor-space reorganization, furniture acquisition, and mechanical requirements.

2. Program Development and Implementation (25%)

Champions fleet and driver safety through the development, coordination, and continuous improvement of the Government of Alberta vehicle program.

- Manages general and executive vehicle fleet operations, including development, implementation, and monitoring of policies and procedures governed by Treasury Board Directives.
- Leads operational delivery of the vehicle program, including development of policies, frameworks, and processes that balance service goals with safety, security, and cost-effectiveness.
- Ensures policies and processes support effective and efficient acquisition of vehicles for the annual

replacement plan.

- Resolves revisions, amendments, disputes, and issues related to fleet acquisition and maintenance in compliance with contracts, policies, and guidelines.
- Reviews and updates operational processes to accommodate evolving requirements and ensure continuous improvement.
- Ensures vehicles leased to ministries and agencies comply with vendor contracts; represents the Government of Alberta in contractual revisions, amendments, disputes, and policy matters.
- Develops and implements performance measures and auditing practices to support program effectiveness and departmental mandates.

3. Customer Service (25%)

Ensures client ministries have timely access to the vehicles required to deliver services to Albertans, while fostering strong stakeholder relationships and trust in FMS service delivery.

- Facilitates collaboration and communication with departmental stakeholders through meetings, town halls, and general communications to support fleet management standards, best practices, and emerging issues.
- Builds and maintains relationships between FMS staff, government departments, and stakeholders to ensure service needs and business requirements are met.
- Provides guidance and responds to escalated inquiries on policies, processes, and best practices related to vehicle acquisition, maintenance, tracking, redeployment, and disposal.
- Resolves issues raised by clients, staff, or vendors in accordance with branch policies and procedures; acts as decision-maker when solutions are proposed.
- Responds independently to complex inquiries from internal and external sources.

4. Financial and Budgetary Management (20%)

Ensures financial stewardship, compliance, and effective administration of fleet-related budgets, contracts, and enterprise systems.

- Coordinates and administers financial policies, processes, and systems supporting fleet program delivery.
- Manages an annual capital budget of approximately \$13 million and an annual operating budget of approximately \$1.5 million.
- Oversees accounting for fleet acquisitions, internal rental revenues, amortization, purchases, and vehicle disposals.
- Serves as Expenditure Officer with designated signing authority for fleet acquisitions and expenditures.
- Acts as contract manager for all fleet-related contracts, ensuring compliance and performance.
- Serves as asset custodian for 3,500+ vehicle assets, adhering to asset management guidelines established by Strategic Planning and Financial Services.
- Manages performance of fleet operational and vehicle-related contracts, including after-market vehicle bodies and equipment.
- Provides financial insight into annual vehicle acquisition expenses and commitments; ensures timely and accurate financial reporting.

- Promotes collaboration with manufacturers and service providers related to fleet acquisition processes.
- Manages collection and reporting of monthly scorecard metrics to track key financial and inventory data.
- Oversees General Ledger and Accounts Payable interface files in 1GX for monthly rental charges, fuel, and maintenance.
- Ensures strategic, operational, and project planning activities are established and monitored to support departmental and program objectives.
- Oversees record-keeping systems for fuel, preventive maintenance, inspections, and repairs, including recommendations for efficiencies and improvements.
- Communicates and collaborates with industry, manufacturers, and provincial counterparts regarding vehicle acquisition and services.
- Administers enterprise-wide fleet systems (Driver Management Information System, Fleet Management Information System, Telematics) to ensure ministries have the tools required to manage vehicles and drivers.
- Ensures SARTR's carrier profile, safety fitness certificate, and Motor Vehicle Identification Number (MVID) remain in good standing.
- Develops and executes 1GX Supply Chain Management processes to support standing offer contracts, one-time buys, and RFPs to ensure safe and timely vehicle deployment.

Problem Solving

Typical problems solved:

The position regularly engages with staff and stakeholders at all levels of government from senior officials to operational managers and administrators who require expert advice, consultation, and interpretation of fleet-related policies, processes, and program requirements. The position provides authoritative guidance to both internal clients and the broader fleet user community to support consistent, safe, and efficient delivery of the Government of Alberta's vehicle program.

The role addresses a wide range of issues arising from the complex nature of fleet management within the GoA, including multiple service providers and manufacturers, diverse operational requirements across ministries, and a geographically dispersed workforce. These conditions require strong analytical and problem-solving skills, the ability to assess competing priorities, and the capacity to collaborate effectively with a broad spectrum of clients and stakeholders.

The position is responsible for resolving disputes between client ministries and service providers, including issues related to service delivery, contract compliance, and vehicle performance. When disputes involve potential monetary penalties or contractual remedies, the Manager consults with Strategic Planning and Financial Services to ensure decisions align with financial policies and contractual obligations.

Types of guidance available for problem solving:

This position is delegated significant autonomy to develop and recommend legislative, regulatory and policy initiatives, determine operational strategies, and set direction for fleet management activities that

directly influence the ability of client ministries to meet their business plan goals. The Manager exercises considerable independence in interpreting policy, assessing operational risks, and determining appropriate courses of action to support safe, efficient, and cost-effective fleet operations across government.

Long-term direction for Fleet Management Services (FMS) is established by senior ministry and government officials. Relevant legislation, regulations, Treasury Board directives, ministry business plans, and corporate policies provide broad parameters within which the Manager must operate. FMS activities are complex and diverse, and can be significantly influenced by political decisions, media attention, and relationships with external vendors, manufacturers, and service providers. These factors require the Manager to apply sound judgment, anticipate impacts, and adapt operational approaches accordingly.

The Manager works collaboratively with the Director, Fleet Management and Office Services, as well as other leaders within the division and ministry, to ensure alignment and integration of branch programs with ministry business plans, operational strategies, and budget frameworks. Guidance is available from senior leadership for issues with broad strategic, political, or financial implications; however, the Manager is expected to independently resolve most operational challenges, provide expert recommendations, and ensure decisions are consistent with government policy and organizational priorities.

Professional judgment is essential, as the position routinely navigates politically sensitive situations and conflicting perspectives, requirements, and priorities. The Manager must balance operational needs, fiscal stewardship, safety considerations, and stakeholder expectations while ensuring that decisions are defensible, transparent, and aligned with government policy. This requires the ability to assess risks, anticipate impacts, and apply sound judgment in situations where information may be incomplete, timelines are compressed, or stakeholder interests diverge.

Direct or indirect impacts of decisions:

The position provides advice, analysis, and recommendations to government officials that can significantly influence decisions related to resource allocation, financial commitments, and operational priorities across multiple ministries. The position's guidance directly affects the acquisition, deployment, and management of fleet assets, as well as the effectiveness and efficiency of client program delivery.

The role requires advanced analytical, evaluative, and interpretive skills to assess complex information, identify risks, and develop solutions that balance operational needs, fiscal stewardship, and policy requirements. Decisions made by the Manager can have substantial financial, operational, and reputational impacts, particularly in areas involving contract management, vendor performance, safety compliance, and enterprise fleet standards.

The Manager must be sensitive to complex and politically nuanced situations and is often required to facilitate decision-making processes involving senior ministry officials, government stakeholders, and external partners. The quality of the Manager's judgment and recommendations directly influences government credibility, client satisfaction, and the overall performance of the Government of Alberta's vehicle program.

Key Relationships

Major stakeholders and purpose of interactions:

The position is responsible for optimizing the sustainable delivery of fleet services within a shared-services environment. This requires ongoing cultivation of effective working relationships with client ministries, financial and administrative partners, and external service providers to deliver fleet management services, resolve issues, and exchange information critical to program success. The position interacts with a broad range of stakeholders whose decisions, expectations, and operational needs directly influence fleet program outcomes.

Key relationships include:

- Ministers, Deputy Ministers, Senior Officials, and Executive Offices : Provide briefings, advice, and

program updates; support decision-making on fleet policy, capital planning, and operational matters.

- Public Service Commission, Legislative Branch, and Executive Council : Coordinate on matters involving policy interpretation, compliance, and enterprise-wide initiatives.
- Client Ministries : Collaborate to understand operational needs, resolve service issues, and support program delivery across diverse mandates and geographic regions.
- Government of Alberta program areas with shared dependencies (e.g. Risk Management and Insurance) : Align on safety, liability, insurance, and risk mitigation requirements.
- Shared Services partners (Strategic Planning and Financial Services; Technology and Innovation) : Coordinate on budgeting, financial controls, procurement, systems, and enterprise reporting.
- Customer Service Representatives and Account Executives (Fleet Services Card, Telematics and Vehicle Manufacturers and After-market providers) : Collaborate to resolve fuel, maintenance, billing, telematics, warranty, and service-related issues; ensure continuity of service delivery and adherence to contractual obligations.
- Service Providers : Manage performance, address service concerns, and ensure compliance with contractual obligations.
- Vehicle Manufacturers : Coordinate on vehicle specifications, recalls, warranty issues, and acquisition planning.
- Vehicle Equipment Up-fitters : Oversee installation of aftermarket equipment and ensure vehicles meet operational requirements.
- Specialized Vehicle Providers : Support acquisition and maintenance of unique or mission-specific fleet assets.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Operational Skills, Knowledge, and Abilities

- Knowledge of governing legislation, regulations, policies, and guidelines (e.g., Government Organization Act, Government Accountability Act, Financial Administration Act, Traffic Safety Act, Treasury Board Directives) is required.
- Knowledge of Government of Alberta financial, accounting, and administrative policies, procedures, and processes.
- Understanding of the cross-government operating environment, including awareness of business processes across multiple functional areas.
- General understanding of contracts, contract management, and vendor relationship management, including familiarity with procurement policies, procedures, and documentation.
- Understanding of the department's business plan, organizational structure, and the mandates and vehicle requirements of ministries, boards, and agencies.
- Experience with fleet management principles and processes, including acquisition, maintenance, deployment, disposition, and fleet card systems.
- Strong understanding of program administration, delivery, and control processes in a decentralized environment.
- Strong understanding of vehicle fundamentals, including major systems and components, makes and

models, specifications, vehicle classes, trim levels, maintenance requirements, and after-market equipment.

- The position requires the ability to prepare clear, concise, and strategically framed briefing or presentation materials for senior executives, including Assistant Deputy Ministers, Deputy Ministers, and Ministers.
- Ability to push, pull, and lift items up to 50 pounds.
- Ability to work in a warehouse environment.
- Demonstrates mobility and dexterity, including the ability to walk and stand for extended periods.
- Adapts to changes in operational requirements, including hours of operation and procedural adjustments.
- Works effectively in a team environment and maintains a clean and organized workspace.
- Possesses a valid Class 5 driver's license and provides a driver's abstract consent form.

Leadership and Customer Service Skills

- Demonstrated problem-solving skills, including the ability to maintain strong stakeholder relationships and apply innovative thinking.
- High level of organization and adaptability to maintain effective and efficient customer service.
- Experience resolving customer service issues, managing escalations, and applying quick decision-making and troubleshooting skills.
- Strong time-management skills, with the ability to balance competing priorities, coordinate multiple complex activities, and meet concurrent deadlines under pressure.
- Strong consultation and interpersonal skills, including the ability to develop acceptable solutions involving diverse perspectives and requirements.
- Ability to adapt to change, influence outcomes, and support continuous improvement.
- Demonstrated leadership in a diverse and complex operating environment, including the ability to work independently, lead teams, and promote innovative processes and approaches.
- Ability to demonstrate initiative, professional judgment, and creativity while pro-actively anticipating and planning for client requirements, with a commitment to confidentiality, discretion, and tact.
- Strong communication, presentation, and training skills to support collaborative working relationships with clients, vendors, and stakeholders.
- Previous leadership and supervisory experience is preferred.

Computer Systems Knowledge and Skills

- Proficiency with computer applications, including email, phone, and instant messaging tools, and MS Office programs (Word, Excel).
- Experience using MS SharePoint for business operations is preferred.
- Knowledge of 1GX and Fleet Management Information Systems is preferred.
- Knowledge of stakeholder applications such as ARTS, OSSI, OPRA, and WORTS is 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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • 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>This role must apply strong systems thinking to evaluate and integrate multiple factors, policy direction, funding models, life-cycle planning, safety outcomes, and emerging industry trends when delivering the Government of Alberta's vehicle program. This requires understanding how decisions made within Fleet Management Services affect, and are affected by, broader government priorities, ministry mandates, and cross-government operational dependencies.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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>This role must apply strong creative problem-solving skills to identify, analyze, and address complex operational and program challenges. This includes questioning assumptions, investigating the root causes of issues, and seeking diverse perspectives to fully understand impacts across ministries, service providers, and stakeholders. The position requires the ability to challenge existing processes and identify opportunities to improve systems, structures, and workflows to better meet program</p>

			<p>goals and outcomes. The Manager must assess available resources, information, and data to develop practical, innovative solutions that enhance service delivery, strengthen operational efficiency, and support enterprise fleet mandates. This includes evaluating alternatives, anticipating risks, and implementing improvements that align with policy, safety, and fiscal requirements. The role requires a forward-thinking mindset that supports continuous improvement and ensures the vehicle program remains responsive to evolving needs and emerging industry practices.</p>
<p>Agility</p>	<p>○ ○ ● ○ ○</p>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • 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 	<p>The position must demonstrate agility by collaborating with stakeholders to identify, assess, and prioritize issues, opportunities, and strategies that support the department's vision for delivering standardized shared services to partner ministries, boards, agencies, and commissions. This requires the ability to adapt quickly to changing operational demands, shifting government priorities, and emerging fleet management trends. The position must respond effectively to evolving client needs, supply-chain constraints, policy changes, and external pressures while</p>

			<p>maintaining service continuity and operational stability. The position is expected to adjust plans, re-evaluate priorities, and implement solutions in real time, ensuring that decisions remain aligned with departmental goals, fiscal stewardship, and enterprise service delivery requirements. Agility is demonstrated through proactive planning, openness to new approaches, and the capacity to navigate uncertainty while maintaining high-quality service outcomes.</p>
<p>Develop Networks</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Leverages relationships to build input and perspective:</p> <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 	<p>This role develops and maintains effective working relationships with clients, private sector suppliers and vendors, and other stakeholders to facilitate the operation of the fleet management program. While ensuring the provision of high quality and responsive services.</p>
<p>Drive for Results</p>	<p><input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>This role is fairly independent and it is key that the individual plans for results and takes responsibility for outcomes. They will need to identify solutions to address barriers or make recommendations to senior leadership. This position will need to identify positional barriers and implement risk mitigation.</p>