

Reclassification

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Trans Compliance Administrator

Current Class

Requested Class

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

TSS, Monitoring & Compliance / Driver & Carrier Co

☐ 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:

As a result of a recent Traffic Safety Services Division functional and organization review, the position's primary focus has significantly shifted.

Responsibilities Added:

- Participating in the development and leading the delivery of training to internal staff and the Third Party Auditors.
- Leading the monitoring and auditing of the Third-Party Auditor Program including leading the investigation of escalated complaints against Auditors.
- Supporting administration of random third-party audits assigned by Alberta Transportation.
- Develop and provide consolidated reports, including stakeholder engagement activities and the development of options, process improvement activities and recommendations to leadership for the Compliance Program.
- Authority for administering administrative penalties.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Compliance Unit monitors carriers by reviewing carrier profiles, applying risk factor monitoring, conducting collision reviews for carriers, administering Hours of Service designations, issuing administrative penalties and conditions, receiving fine payments, managing the contracts of the Third Party Auditors and, monitoring and auditing the Third-Party Auditor program.

The Carrier Compliance Program (Program) monitors federal National Safety Code (NSC) standards and provincial requirements to be eligible to be a carrier and/or have a fleet that can operate in Alberta. The Program maintains the Carrier Profiles of over 20,000 carriers and the safety ratings for each carrier. Carriers must maintain a specific safety rating for Alberta and comply with industry requirements or risk penalties for non-compliance. The Program contains multiple elements including the Collision Review Program, which reviews applications and potentially removes collision points from a Carrier's Profile; and the Third Party Auditor [TPA] Certification Program, which conducts commercial carrier safety fitness audits under the federal *Motor Vehicle Transport Act* and *Alberta's Traffic Safety Act*.

The Transportation Compliance Administrator is the operational lead for the monitoring of the TPA administration. This position is considered a subject matter expert on compliance topics and the multiple elements of the Program and is relied on as a key resource for program development, management, and evaluation activities as well as consultation with industry and stakeholders. The Transportation Compliance Administrator integrates inputs and results to inform program planning and reporting. The Transportation Compliance Administrator also actions formal Registrar Reconsideration reviews.

The Transportation Compliance Administrator fosters ongoing and effective collaboration between Alberta Transportation and Economic (TEC) Corridors and certified Third-Party Auditors (TPA). This position coordinates and participates in the recruitment, screening, and training of candidates, and the contract administration with each contracted TPA. The Transportation Compliance Administrator investigates individual TPAs as needed and prepares analysis to aid decision making. The position also prepares briefing notes and other decision-making material for program related decisions.

Responsibilities

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

1. Compliance Program Planning and Reporting

- Work with the Manager to develop Program operational targets and priorities.
- Develop reports, briefings, and action request responses pertaining to any element of the Program, or the consolidated Program, for submission to the Executive Team and Minister.
- Identify strategic outcomes and client benefits through innovation and enhancement of program delivery that effectively change behaviors.
- Raise awareness to emerging issues of significance and participate in their resolution.
- Prepare and compile standard and ad hoc statistical and other operational reports, identifying and resolving issues as appropriate.
- Evaluate the team's success and challenges to inform plans and workflows.

2. Compliance Program Development and Monitoring

- 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 (e.g., reviews carrier files to ensure that all administrative steps have been followed; ensure timelines and timely responses are achieved).
- Supervise the management of records related to carrier profile management, decisions, and actions taken as a result of reviews of non-compliance issues (e.g., administrative penalties) in accordance with legislation, regulation, policy and procedures.
- Contribute to the development and updates to information management and technology systems, guiding the team through any changes as needed.
- Identify and research emerging trends, issues, and opportunities to develop and present recommendations for Program innovation and/improvement.
- Engage Ministry, government, and stakeholder representatives to gain their insights to review, revise and enhance policies and processes so they remain appropriate, current and responsive.
- Provide content for the development of letters, template responses, and website content to achieve consistent and effective communication to clients and external stakeholders.

3. Third Party Auditor Program

- Participate in the procurement, contract renewal, recruitment and training/onboarding of contracted Auditors.
- Maintain all complaints regarding a TPA and escalate for investigation when required.
- Maintain a scheduled quality assurance program and audit TPAs regularly and consistently in accordance with legislation, regulation, policy and procedures.

Problem Solving

Typical problems solved:

- There are approximately 20,000 National Safety Code carriers in Alberta; compliance issues are unique and require flexible approaches to solve. The Transportation Compliance Administrator has delegated authority to resolve issues and act; recommendations are made to management where the delegated authority ends. The uniqueness of each carrier requires that all information, decisions, correspondence, and records be individually prepared to accurately reflect these differences. Attention to detail regarding each individual Carrier is important; failure to maintain fair and transparent administrative process specific to each Carrier, compromises the value of the entire process. The result can be to revoke a company's privilege of operating commercial vehicles in Alberta.
- The Transportation Compliance Administrator is challenged to balance the interests and perspectives of multiple stakeholders with the section mandate of ensuring carrier compliance to legislation, regulations, and standards related to the Program. The Transportation Compliance Administrator must balance more immediate operational issues with the broader Section mandate and longer-term goals, and proactively anticipate and plan for program development and management requirements.
- As the subject matter expert for compliance, the Transportation Compliance Administrator is relied on as a key resource for program development and expansion, management, and evaluation activities.
- The Transportation Compliance Administrator fosters Program integrity and rigour, consistency, and fairness in decisions in compliance to policy and legislation.

Types of guidance available for problem solving:

Guidance for problem solving includes direction from management, as well as from existing legislation, policy, standards, and business plans. Professional knowledge, experience and precedent also inform problem-solving. Attention to detail, critical thinking, communication, and influence skills are all routinely applied to deal with the complexities of this position. The position is responsible to ensure that the client has been given the opportunity to continue operation with the least disruption in service. The Transportation

Compliance Administrator exercises judgment to determine the appropriate process to follow for specific situations, assesses issues from different perspectives, and considers the long-and short-term impacts of various options before recommending a path forward. Solutions might require the creation or reorganization of information, or clarification of existing requirements.

This position also works within the parameters of established GoA human resources frameworks, and Branch and Section plans and priorities. Within this framework, the Transportation Compliance Administrator has discretion and independence to determine and adjust workload priorities, assignments, and how responsibilities are performed.

Direct or indirect impacts of decisions:

The work of this position impacts:

- team planning, operations, and performance through daily team interaction.
- the efficient operation of the broad Compliance Program, the TPA Program and Collision Reviews including the delivery and development through multiple administration responsibilities.
- accuracy of Carrier Profile information and related monitoring of higher-risk profiles to shift them back to compliance with federal and provincial standards and requirements. Changes to the Carrier Profile and engagement of progressive disciplinary actions, or recognition for safety excellence, impacts the livelihoods of carriers.
- integrity of the TPA Program by reviewing Auditor reports and monitoring Auditor compliance to Program and contract requirements.
- communication and consultation on multiple topics with industry stakeholders so that their perspectives are integrated into program plans, and their actions and behaviours adapt to changing standards, policy and legislation.
- ongoing development and evolution of Compliance Program, including the TPAs and Collision Reviews, improvements, policy and legislation through the provision of subject-matter expertise.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Manager: participate in Section priority planning and reporting; provide advice and research and develop reports; identify emerging issues of significance and implement solutions; act on behalf of the Manager when needed.
- Other division units: provide subject-matter expertise on a range of Program topics, standards, policy and legislation; collaborate on common/related initiatives.
- Cross Ministry working groups: provide subject matter expertise and advise on licensing and training; collaborate on common/related initiatives.
- Service Alberta (Motor Vehicle Specialists): address ROADS inquiries regarding client information, creating clients, adding alerts/restrictions, processing registry payments, canceling plates and CORES inquiries for corporate ownership tracking and changes; address issues on behalf of the team as needed.
- Other department units:
 - Dangerous Goods - client/carrier information, transportation incidents, payment tracking and processing.
 - Vehicle Safety - CVIP inspections, CVIP stations, permits exemptions, payment tracking and processing etc.).
 - Driver Compliance & Monitoring - license status, Class 1, 2 ,3, 4, driving school information.
 - Prorate Services - for client information, cancellation of plates.
 - Central Permit Office - issuance of permits that pertain to specific vehicle configurations, clarification of permit information when Branch is conducting related investigations.
 - Other departments (e.g., Public Safety and emergency Services (Commercial Vehicle Enforcement) -

Liaise with Transport Officers regarding on-road enforcement activities including violation tickets, CVSA inspections, other documented violations, collisions and incident reports.

External

- Contacts, clients, partners, and stakeholders across Canada: discuss specific issues, exchange information and promote specific initiatives or to follow-up a previous action to ensure that concerns are dealt with according to Department standards and policies.
- Regulated Entities: to discuss the requirements of the National Safety Code Program and compliance information/requirements.
- Transport Canada: supplying relevant carrier audit information.
- Various other jurisdictions: transportation regulatory requirements and related client information.
- AMTA: liaise and collaborate on the TPA Program.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Other

Designation

If other, specify:

Accounting, Business Management, Enforcement (policing)

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

Experience

- At least four years of relevant, progressive experience.
- Experience in progressive compliance monitoring and auditing environments is an asset.

Technical Competencies, certification and/or training

- In-depth knowledge and understanding of the carrier compliance topics and related federal and provincial standards, legislation (e.g., Motor Vehicle Transport Act, Alberta's Traffic Safety Act). regulation, and ability to interpret and provide advice to transportation industry stakeholders.
- In-depth knowledge of each of the programs within the broad Carrier Compliance Program and Commercial Vehicle Safety Alliance inspection program criteria and associated regulations, including policies and procedures, user manuals and training materials.
- Sound supervisory skills and people management (e.g., recruitment, performance management, project staff management, conflict resolution), which result in respectful relationships with employees and strong team performance.
- Extensive knowledge of the information management and technology systems used to administer the Program (e.g., 1GX, TSIS, MOVES/ROADS/MAX, MOTRIS, ARC, and Corporate Registry computer systems) and business productivity programs (e.g., MS Office, Adobe).
- Knowledge of the audit procedures and requirements used to measure a carrier's compliance.
- Sound knowledge of the objectives, functions and policies pertaining to the Department's safety programs and administrative procedures for carrier compliance.
- Strong written and oral communication and influence skills to convince carriers of the benefits of compliance to legislation and to impose operating conditions.
- Well developed organizational and time management skills to ensure stakeholders are dealt with in a timely and accurate manner, and that events are documented to ensure that due process is followed in accordance with the Carrier Compliance Program.
- Knowledge of an ability to apply theory and approaches for program development, evaluation, and continuous improvement.
- Negotiation and conflict resolution skills, including ability to deal effectively with complex situations and difficult clients.
- Ability to balance commitment to client service within a regulatory mandate of the driver training and driver examination program.
- Highly developed organizational and time management skills, including the ability to manage multiple

responsibilities within a dynamic environment with heavy caseloads.

- Strong ability to work in a team environment to ensure goals and objectives are met.

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 	Takes a holistic approach to how tasks and inputs are affected by the team's and regulated entities' actions.
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 	<p>Identifies when solutions require innovation and creative thinking in resolving any issues that clients may face.</p> <p>Constantly looks for ways to improve the processes used to complete work efficiently and with the least impact on the client. Collaborates with others to determine what worked and not worked and thinks "outside the box".</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work 	Legal and regulatory environments are often changing to adapt to changing industry and client needs. Identifying and managing change while mitigating risks within the carrier monitoring and audit program and all stakeholder correspondence.

		<ul style="list-style-type: none"> • Readily adapts plans and practices 	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<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>Sets goals and priorities to deliver outcomes consistent with department mandates. Identifies and works with other areas to remove barriers across the organization.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Appropriately provides credit to those who have made significant contributions to achieve results. Motivates and guides others to achieve results.</p>

Benchmarks

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