

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Performance Systems Specialist

Requested Class

Program Services 3

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

Employment and Financial Services

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Employment and Financial Services (EFS) North and South branches are responsible for the delivery of the Income Support (IS) and Assured Income for the Severely Handicapped programs (AISH). Administration of the EFS North and South Zone financial benefits administration system is dependent upon a service platform (BERNIE) to facilitate day-to-day client interactions and financial case management to ensure eligible Albertans are receiving the financial supports required to meet their basic needs. BERNIE technology is the primary system that acts as the main channel for active IS and AISH recipients to have their financial, personal and employment needs assessed.

The Performance Systems role supports strategic operations planning, analysis and execution to help ensure that contact centre business processes are meeting the needs of the program and clients, in effective and efficient ways. The position is responsible for providing technical, subject matter expertise and business intelligence support to inform and implement innovative approaches and solutions to the contact centres used in North and South Zones, as well as reporting mechanisms.

Responsibilities

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

End Result: Creation of Approaches to Support Optimum Contact Centre Performance

- Develop approaches, including models, processes, workflows and so on to support optimum contact centre performance for Income Support and AISH programs
- Develop and implement approaches to address emerging needs and gaps to support optimum client service
- Develop and implement approaches, including tools, to support the implementation of contact centre enhancements (e.g. technology, processes)
- Assess risks, challenges, opportunities and approaches to contact centre modifications to inform decisions on best approaches to meet client needs
- Inform training approaches and gaps for EFS staff based on identification of needs and gaps
- Liaise with SCSS Modernization Office to support decisions on EFS contact centre operations
- Liaise with SCSS internal stakeholders to ensure that consistent approaches are being utilized to support clients and to identify areas where improvements can be made by respective areas/teams to support effectively and efficiently meeting client needs.

End Result: Robust Performance Measures are in Place

- Lead development of approaches to evaluate and assess contact centre performance, including outputs and metrics for client service, system performance and back-end processes
- Lead development of monitoring and reporting approaches for performance measures and metrics on contact centre performance
- Track and analyze call flow, call patterns and call abandonment and assess whether established performance measures and quality assurance levels are being met.

End Result: Establishment and Maintenance of Effective Stakeholder Relationships

- Develop and maintain strong and trusting relationships with SCSS stakeholders, including Modernization Office and CSD, as well as Technology and Innovation to help inform GoA decisions about contact centre technology and processes
- Represent North and South Zones on SCSS and cross-ministry initiatives and projects, as well as conversations about data collection, management and governance
- Work collaboratively with internal stakeholder partners to develop and support communications for internal and external stakeholders regarding contact centre approaches and operations
- Support the provision of communication to Zone staff on contact centre operations and adjustments to processes and approaches to support realization of desired goals and objectives.

Problem Solving

Typical problems solved:

- Reporting to a EFS leadership member, Service Delivery Manager, the Performance Systems Specialist is responsible for:
- Developing, implementing and monitoring approaches and processes to support optimum contact centre performance, including effective and efficient client service
 - Develop statistical models and approaches to support assessment of contact centre performance from technological, human resources and process perspectives, including front end and back end operations.
 - Developing and implementing performance measures, including metrics for AISH and Income Support contact centre performance
 - Developing and implementing approaches to address emerging needs and gaps to support optimum client service
 - Developing and implementing approaches, including tools, to support the implementation of contact centre enhancements (e.g. technology, processes)
 - Work with branch leadership to support informed decisions on the ongoing service delivery needs of Albertans based on qualitative and quantitative data extracted from the Bernie and other systems.

Types of guidance available for problem solving:

Liaising and collaborating with leadership across branches to support a coordinated approach to performance measurement, statistical development, reporting and analysis.

Direct or indirect impacts of decisions:

The Performance Systems Specialist has the mandate to work with both Income Support and Assured Income for the Severely Handicapped contact centres. The Performance Systems Specialist's role impacts over 130,000 IS and AISH clients, including assuring the provision of supports and assistance in timely, effective, and efficient ways. Over \$300 million in assistance is provided to these Albertans through the Income Support program each year.

The Performance Systems Specialist is responsible for independently developing, implementing and overseeing and facilitating real-time changes to operations (staffing, call centre processes, document processing, approaches to provision of client benefits etc.) to support effective and efficient operations on an ongoing basis. The vast majority of the responsibilities and accountabilities for this role are undertaken independently, with general oversight being provided by service delivery manager or director roles, including the authority to make real time changes to staff assignments to meet service needs and program requirements.

The role of the Specialist also impacts other parts of the Zone and Division, including Common Service Delivery and the Career and Employment consultant team. For example, if the SFSC/AISH contact centre is not operating efficiently or effectively, there may be additional client calls to ASCC and the ISCC and to CECs.

Key Relationships

Major stakeholders and purpose of interactions:

- EFS ADM, Zone Executive Directors - provide regular status reports (monthly/quarterly), meetings as requested to provide data reporting and analysis.
- EFS Zone Directors and Managers - meet regularly with identified zone contact centre leadership to provide contact centre status updates through data reporting and analysis. Meet to discuss data and analytics requirements based on evolving business and staffing needs. Develop regular, responsive data and analytics reports. Discuss division/branch operational plans, goals and outcomes. Assist in using data, analytics to develop performance measures, service standards and oversight models.
- Contact Centre supervisors and front line staff (AISH Generalists, SFSC, CEC, Admin) monitor systems, analyze performance indicators, determine actions required to regulate service levels and make real time adjustments to staffing assignments to meet service standards.
- Modernization Office Branch - access to and sharing of broad program level statistics and analytics, access to ministry data sources to understand trends which supports strategic planning in the zones.
- Common Service Delivery - knowledge development, information sharing, end result in the development efficient and effective contact centre practices and processes across EFS contact centres.
- Service Alberta and Red Tape Reduction - membership on IT systems best practice committees, to build consistency across Government of Alberta Contact Centres.
- Connection with external community partners - to identify issues and concerns at the client and user level.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Other

Designation

If other, specify:

Statistics, Economics, Business Analytics, Humanities, Communication, Social Sciences

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

- Income Support and AISH program, including policy and legislation is required, as is an understanding of the needs of IS and AISH clients.
- Program delivery approaches.
- Business intelligence approaches, tools and mechanisms
- Approaches to establishing benchmarks, metrics and reporting
- Best practices in call centre operations and assessment/measurement.
- Research methods, as well as data analysis and manipulation approaches.
- Relationship management and engagement approaches.
- Government and Ministry strategic directions and goals, particularly as they relate to branch and unit mandates.
- Software, programs and technologies that support call centre operations.
- Project management approaches

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>Uses statistical data to determine short term and long term trends. Applies analysis of data to better inform staffing needs and make real time adjustments to contact centre staff assignments. As well as using data and analysis to identify service gaps, training needs and propose business solutions.</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 	<p>Works closely with zone leadership to build a culture of applying data gathering and analysis to make evidence based decisions. Works with other divisions and ministries to develop best practices, and influence change within the contact centre environment.</p>

		and commitment	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>Observes IT systems, workflows, applies data gathering and analysis to understand trends, gaps, staffing complexity, client volume works with various leadership teams, front line staff and stakeholders to make evidence based decisions regarding real time staffing assignment, administrative processes and training needs.</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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>Works with data and teams to bring about change in a highly complex, high volume and fast paced environment.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Creates data and analytics models to influence performance standards, staffing models, workflow processes and contact centre best practices. Resulting in better service delivery to clients and community.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>Works with other divisions and ministries to identify long term trends, improve performance, identify service impacts to clients and stakeholders.</p>

		<ul style="list-style-type: none">• Actively seeks input into change initiatives• Maintains stakeholder relationships	Resulting in more effective, efficient service delivery and better outcomes for clients and the community.
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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