

## New

Ministry

Transportation and Economic Corridors

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Manager, Compliance

Requested Class

Manager (Zone 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

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:

Reporting to the Director, Driver and Carrier Compliance, the Manager, Compliance is responsible for the overall management, monitoring and coordination of daily activities, including overseeing the Third Party Auditor Program (TPA) and the implementation and delivery of the National Safety Code (NSC) Program and Standards as it relates to commercial carriers so as to enhance the safety of commercial truck and bus carriers. This is accomplished by providing comprehensive educational, and administrative law solutions within a team-oriented workforce of Compliance staff. For maximum effectiveness, this position engages in the resolution of client/stakeholder conflicts, ensures appropriate processes are in place to meet legislative requirements and ensures effective program delivery.

This position applies knowledge of the NSC, Commercial Vehicle Safety Alliance (CVSA) requirements, federal and provincial legislation, auditing best practices and inspections as it relates to ensuring public safety and the correct maintenance of commercial carrier records, with a focus of reducing injuries and fatalities on Alberta roadways.

This position develops and leads the implementation of performance measurement practices and in ensuring programs meet current trends. To be effective in this role the incumbent must develop and re-assess current and new initiatives based on legislation, policies and processes. The incumbent needs to rely and assess research to address trends, best practices and issues as it relates to compliance.

In addition to providing advice, direction, and solutions for operational and compliance-related issues, this position represents the section on working groups, committees, and task teams dealing with related issues. The Manager also develops and maintains collaborative working relationships with various business areas of the Ministry, other departments, external stakeholders, and representatives of other jurisdictions.

## Responsibilities

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

### 1. Policy / Operational Program Support:

Provides guidance and direction and conducts program monitoring, auditing, and adjudications to ensure operational requirements are developed, delivered, and continually enhanced and compliant with relevant legislation, regulations, policies and procedures, terms, and conditions by:

- Identifying major issues and concerns based on the monitoring and auditing of commercial carriers.
- Determining strategic approaches for resolution of issues and developing solutions to address concerns and mitigate issues.
- Providing direction and monitoring for quality assurance purposes to ensure programs are compliant with legislation and regulation.
- Investigating concerns and complaints and implementing resolutions to ensure the integrity of the program and program delivery, while considering the level of risk and the political environment.
- Developing and applying commercial carrier compliance analysis, reports, and recommendations to support the implementation of policy and procedures, terms, and conditions.
- Identifying and resolving contract breaches with all applicable providers, through program assessments and performance measurements to ensure the integrity of the program(s) and the safety of Albertans.
- Identifying quality assurance measures and collaborating with jurisdictional partners, other government ministries and various stakeholders to implement.
- Ensuring commercial carrier records are accurate and maintained in accordance with relevant legislation, regulations, policies and directives and that policies and processes are developed, implemented, and evaluated to support the effective and efficient operation of the program area.

### 2. Section / Branch Support

Applies a strong systems thinking approach and achieves the mandate and goals of the section and branch by:

- Assisting in the development of branch strategic planning, operational planning, budgeting, forecasting, and reporting of actual expenditures.
- Ensuring that carrier files are maintained in a timely fashion by determining performance measures that comply with legislation, policy, and procedures.
- Ensuring comprehensive policy and procedures are implemented and analyzed for the fair and equitable facilitation of Registrar decisions.
- Overseeing litigation decisions and coordinating with legal services to ensure they are provided applicable documentation, correspondence, arguments, and submissions, and determining when additional actions need to be taken.
- Acting as the Ministry representative when attending hearings, in instances where a client is exercising his/her right for an “opportunity to make representation” as prescribed in the *Traffic Safety Act* and Regulations.
- Identifying strategic outcomes and client benefits through innovation and enhancement of program delivery that effectively change behaviors and reduce fatalities and injuries on Alberta roadways.
- Providing recommendations for issues, opportunities and challenges associated with the operation of the branch.
- Collaborating with division and Ministry staff to ensure coordination and integration of functions and services.
- Contributing as a subject matter expert to the ongoing development of and enhancements to legislation,

regulations, policies, and standards.

- Establishing and maintaining effective working relationships with government representatives and stakeholders, including providing consultation, guidance and support for the identification and resolution of issues.
- Representing the unit and branch on cross ministry committees, task teams and working groups to facilitate the development of new initiatives including communication strategies, the exchange of information and sharing best practices.
- Assisting in the development, maintenance, and adherence to interprovincial reciprocal agreements.
- Providing subject matter expertise and assisting in the development, evaluation and implementation of systems and processes to enhance program administration.

### 3. Leadership / Mentorship / Employee Development

Provides strong leadership and promotes and maintains a safe and respectful workplace culture by:

- Onboarding, developing, and facilitating knowledge transfer and capacity building in new and existing staff, including the development of training plans and materials.
- Conducting 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.
- Implementing, monitoring, and adjusting workflows as needed to optimize and achieve operational targets in alignment with the Program mandate.
- Contributing to the development of performance agreements with staff.
- Working with the Public Service Commission to resolve human resource issues, and to ensure appropriate handling of any human resource concerns.
- Developing, maintaining, and delivering training and documented procedures for team members in collaboration with the Director.
- Guiding staff in the resolution of novel or complex issues, taking the lead for significant and complex issues.
- Providing back-up as needed to the Compliance Unit.
- Act on behalf of the Director as needed.

## Problem Solving

Typical problems solved:

-A file gets escalated to management level for review. Position would need to utilize the existing governance structure to understand an appropriate handling of the situation.

-Position is required to mediate between two staff members who have a disagreement. This may require working together with the Public Service Commission to work out appropriate conflict resolution.

-A staff member is underperforming and requires performance management to ensure these concerns are addressed.

-The overall team is not meeting target timelines, and there is a wide discrepancy between team members in quality and quantity of work. A strategy needs to be developed to address these team performance concerns.

-Position will be required to support the operational implementation of new programs or updates to existing programs within Carrier Compliance.

-The CCMTA has agreed upon changes that this position now has to implement in the Alberta context.

-The Alberta.ca website has outdated information and is lacking information. This position is responsible for managing updates to the information, and determine what is appropriate to communicate publicly.

-There is a request for a presentation from a stakeholder. This position may be required to develop presentation materials, and may be required to present.

-A contract is expiring. This position will have to lead the process to procure a vendor for a new contract.

-A contractor is in non-compliance with contractual obligations, requiring possible action. This position is required to manage, interpret the contract, and take appropriate action.

-Modernization of our IT systems is being planned (or underway). This position may be required to support the operational implementation of these changes, and may be required to provide feedback regarding business requirements.

-There is disagreement amongst staff members about the workings of a specific process. This position will have to determine the process going forward.

Types of guidance available for problem solving:

-Typical venues for guidance from individuals: government leadership/management, Public Service Commission, Monitoring and Compliance leadership and staff, internal and external stakeholders.

-Typical venues for guidance from documentation: the CCMTA NSC, CVSA, the *Traffic Safety Act*, the Operator Licensing and Vehicle Control Regulation, internal policies, procedures, and processes, case studies, human resources standards, and data collection.

-Typical venues for client management: Outlook, ARTS, and ROADS/MOVES.

Direct or indirect impacts of decisions:

-Decision will have an impact on the workings of Compliance programs. They may alter government policy or process. This position will be required to make delegated decisions for the Registrar of Motor Vehicle Services .

-Decision can have a direct impact on the safety rating status of individual commercial carriers. Their businesses may be suspended or conditions may be put on their records.

-This position impacts the operations of the team, what performance measures are being implemented, how they are supported on a day-to-day basis, what processes they follow, etc.

-This position may be required to represent Transportation and Economic Corridors in legal proceedings, or human rights challenges, and thus may have an impact on the Canadian legal precedence of certain matters.

## Key Relationships

Major stakeholders and purpose of interactions:

-Unit staff members: to provide advice and direction; discuss issues; provide leadership for establishing priorities and approaches to meet performance targets; and monitor service delivery.

-Director, Executive Director, and Division and Ministry representatives: to provide information, expertise, strategic methodologies and research to support policy and program development, planning, and decision making; provide recommendations and advice; exchange information; and collaborate on initiatives and projects.

-Public Service Commission: working closely on human resources matters.

-Representatives of other ministries and stakeholder organizations, including enforcement agencies: to coordinate or obtain input on policy and program development; to disseminate information on our programs; to interpret legislation, regulations, policies, and standards; represent the Ministry on committees and taskforces; negotiate and provide consultation; identify and resolve complex issues; collaborate on major initiatives; encourage innovation and develop partnerships and working groups.

- Consultants and contractors: To discuss procurement information, to manage contracts, and collaborate on service delivery.

- Peers in other jurisdictions, including representatives of government in other countries: to provide traffic safety information and exchange best practices, benchmarks, challenges, solutions, and opportunities

relating to traffic safety.

- The public: to disseminate information about our programs and respond to sensitive issues and inquiries.

### Required Education, Experience and Technical Competencies

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

If other, specify:

Business Management, Enforcement (policing)

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

Through the development and alignment of program goals based on ministry business plans, goals, priorities and strategic issues, the incumbent requires demonstrated knowledge of operational management principles to ensure government strategic goals and policy directives as they relate to the ministry mandate and initiatives are met. The incumbent must utilize analytical thinking and problem solving skills, including the ability to analyze information and develop solutions and recommendations to resolve identified issues.

Based on a comprehensive knowledge of compliance and accountability ideologies, specifically auditing practices and approaches, contract management, legalise and legislation, the Manager must outline and mitigate liability risks and measures.

The incumbent must have knowledge of the political, legal and regulatory environments directly and indirectly related to the Ministry. The Manager must have comprehensive understanding of the *Traffic Safety Act* (TSA), Operator and Vehicle Control Regulations (OLVCR), the Access to Motor Vehicle Information regulation (AMVIR), *Freedom of Information and Protections of Privacy Act* (FOIP), National Safety Code (NSC), Commercial Vehicle Safety Alliance (CVSA), adjudication process, and court procedures by ensuring compliance with existing policies, procedures and implementing changes when needed.

The incumbent must have knowledge and experience meeting and collaborating with diverse stakeholders, committees, advisory groups and senior representatives to develop and implement change management initiatives with the objective to improve program delivery and change behaviors.

The position requires knowledge of budgeting and budget control to ensure fiscal restraints are balanced within operational mandates through the analysis of a budget process, various legislation, fiscal framework, forecasting, financial reporting and results based budgeting. As an Expenditure Officer, the Manager must ensure accurate and precise expenditures and revenues comply with the *Financial Administration Act* and departmental guidelines and requirements.

The incumbent must have comprehensive knowledge of, resources, leadership and team development so that the Manager can implement efficient and effective operations.

Strategic and comprehensive communication knowledge is required to ensure interpersonal, consultation and relationship management skills, including an ability to build and maintain collaborative working relationships with service providers, stakeholders, and Ministry and Government representatives are developed.

Mediation, negotiation and conflict resolution skills, including the ability to promote innovation: build consensus among stakeholders with varying perspectives and priorities while motivating others to accept and adopt new concepts.

Negotiation and diplomacy skills are required to ensure strong relationships with internal and external stakeholders in regards to contract management, Request for Proposals, quality assurance and adjudications.

The incumbent must be eligible to hold a Peace Office designation in Alberta.

## 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		
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<p>Champions development and learning in all groups:</p> <ul style="list-style-type: none"> <li>Actively learns about the broader organization</li> <li>Brings others together to identify issues and successes, and takes a systems thinking approach</li> <li>Champions development and leadership building</li> </ul>	<ul style="list-style-type: none"> <li>This position is responsible for a large team of individuals.</li> <li>Developing team members will be an essential part of the success of the work completed.</li> <li>Is able to inspire a team of professionals, resolve conflict, and help individuals improve upon themselves, by supporting them in ways they need.</li> <li>Is able to demonstrate leadership towards a team and be an example for others.</li> </ul>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<p>Creates an open environment of communication:</p> <ul style="list-style-type: none"> <li>Promotes sharing of expertise</li> <li>Initiates strategic communication systems</li> <li>Anticipates and addresses potential conflict areas</li> <li>Inspires with a bold, complete and shared vision</li> <li>Leads cross-functional collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Builds a collaborative team, and a supportive work environment.</li> <li>Works closely with stakeholders to identify and implement improvements to the program.</li> </ul>

Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	<ul style="list-style-type: none"> <li>• Develops clear organizational outcomes, and ensures the timely achievement of these outcomes.</li> <li>• Is able to think strategically about organizational progress, and works to achieve this progress by implementing ideas, and removing barriers.</li> </ul>
Systems Thinking	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	<ul style="list-style-type: none"> <li>• Is able to understand the impact of changes to the Carrier Compliance section on internal and external stakeholders.</li> <li>• Has an appropriate understanding of political sensitivity, and is able to estimate risk and benefit.</li> <li>• Can translate high level objectives into tangible action.</li> </ul>
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"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies deficiencies in the program, such as process issues, encourages others to identify these as well and enhances and develops amendments.</li> <li>• Champions change management in the team. Supports others to work more effectively.</li> <li>• Anticipates emotional reactions of team members, and is able to help them manage through these emotions in a productive manner.</li> </ul>

## Benchmarks

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