

New

Ministry

Municipal Affairs

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

EDO Issues Coordinator

Requested 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

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director, the Issues Coordinator supports the Executive Director's Office and branch by coordinating cyclical reporting requirements, managing action requests, contracts, meeting materials and other deliverables. The position also provides some general administrative support to the Executive Director including support in coordinating inputs for quarterly forecasts and managing/tracking contracts and ensuring appropriate records management practices are in place.

Under the direction of the Executive Director, they will track and review products and deliverables, including briefings, correspondence, responses to inquiries, presentations, branch communications, financial processes, and reporting products. The position also reviews information produced by the branch to ensure the products related to programs and services, policies, and initiatives align with the strategic direction of the branch, division, and department.

The position is required to have broad knowledge on a wide range of issues related to Municipal Affairs and will be familiar with the Government of Alberta's strategic and policy direction and priorities relating to the ministry's mandate and initiatives. This role has a strong focus on problem solving when issues arise in a dynamic environment. The individual must be able to understand, analyze, and convey complex information

succinctly. An awareness of trends, issues and best practices is required in order to effectively analyze diverse viewpoints and develop valid recommendations for presentation to the ministry's representative and stakeholders. Project planning and management skills, including the ability to plan, coordinate, and execute complex research evaluations and projects are an asset.

The position liaises with the Assistant Deputy Minister's Office (ADMO), other branches and divisions, and, occasionally, with the Deputy Minister's office, and provincial, territorial and federal committees. The position will also support the branch, division and ministry's participation on internal or external committees. The primary goal of this position is to maintain branch deliverables, and ensure they are of the highest quality and on time. They will need to work with the Policy and Program Advisor and branch management to retrieve and analyze diverse information to support the development of key policy materials, such as briefing notes and cabinet packages, that are consistent with Ministry and government directions, and reflective of stakeholder feedback.

The individual must possess a foundation of organizational awareness, corporate knowledge, and the ability to build strong relationships with divisional and department staff to be able to access key information and address issues quickly. They will work closely with the ADMO and divisional ARTS desk to ensure clear direction on requirements for completing assignments; with the Finance branch to complete contract documentation; and with other executive offices to collaborate on information requests. They will liaise between the Executive Director and branch staff to provide feedback and direction on assignments and identify problems related to information or action requests. They will also work closely with the senior management team to ensure timelines are met and the products are accurate, well-written, and complete.

Responsibilities

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

Corporate Planning and Reporting:

With broad knowledge of the *Municipal Government Act*, and other legislation, policies, and emerging issues relating to Municipal Affairs, the Issues Coordinator ensures that issues relevant to the branch and the division are identified and appropriately addressed through the coordination of a diverse range of resources and activities. The role will support a robust issues management approach by identifying and prioritizing emerging and potentially sensitive issues; initiating action in collaboration with senior staff to address issues, propose solutions and/or recommendations consistent with ministry position, legislative direction, and goals as outlined in business plans; and communicating outcomes, where appropriate.

The achievements of the branch are concisely and accurately presented in the ministry's annual report, and the perspectives of the branch are accurately conveyed in divisional input and activities associated with environmental scanning and enterprise risk management. This outcome is achieved by:

- Providing input and assistance into corporate processes for the development of the ministry's annual report, business plan, environmental scan, enterprise risk management report, and operational plans.
- Remaining current and informed as to Ministry issues, proactively evaluating and reviewing policies and programs
- Ensuring all key projects have critical paths/project plans to ensure the EDO can monitor key milestones and identify when decisions need to be brought forward to senior leadership of the department.
- Coordinating the preparation of the branch's submission for the the ministry's annual report:

Action Request, and Issues Coordination

The Issues Coordinator will track key deliverables and ensure timely and accurate responses. They will act as a liaison on issues and requests from the ADMO, DMO, Minister's Office, Executive Correspondence Unit and other executive offices. Gathering, compiling and coordinating information from multiple sources and

condensing them into manageable materials within reasonable timelines, and the ability to work with other departments, offices, and branches with tact and diplomacy will be key to ensuring longstanding and fruitful relationships. They will coordinate the preparation of briefing materials, regular (weekly, bi-weekly, monthly and annual) reports, meeting agendas, and review for accuracy and completeness. This will include working with branch, divisional, and departmental staff, along with ED and ADM's offices.

A priority of the role is to coordinate the delivery of briefings, action requests (ARs), cabinet materials, and ADMO and DMO requests, and ensure that the branch's products adequately address the issues, meet high quality standards, and align with the government's and ministry's policy or position. These outcomes may be achieved by:

- Working with the Program and Policy Advisor to identify issues where possible before they require ED intervention
- Assisting in ensuring the ED is prepared for meetings by coordinating briefings or background documents.
- Facilitating the two-way flow of information between the units and the EDO.
- Working with units in the identification of complex and sensitive issues that impact municipal stakeholders, industry, non-governmental organizations, other government departments and interest groups.
- Preparing ministerial correspondence, action request responses, briefing notes and presentation materials as needed.
- Ensuring consistent communication of key messages and tailoring correspondence to target audiences while complying with relevant legislation.
- Researching and verifying facts and information associated with ministerial assignments.
- Organizing and tracking assignments to completion.
- Developing proposals to respond to specific issues/challenges or undertaking projects as assigned by the ED. This work may involve:
 - Monitoring, identifying, researching and analyzing trends and information to determine emerging issues or preparing briefings that clearly articulate activities or trends, identify related issues and implications, and recommend options for action and response.
 - Consulting with internal clients and stakeholders.
 - Reviewing internal or external reports, Minister's reports, cabinet packages, presentation materials for management, other documents as required, and correspondence in response to action requests originating from MLAs, interest groups, industry, municipalities, stakeholders and the public.
- Collaborating with staff throughout the ministry when identifying issues, clarifying instructions or direction, and coordinating branch responses.

Administration, Forecasting and Contract Management

- Coordinate and maintain accurate tracking systems to collect and report on various data relating to the operation of the Executive Director's Office (e.g. human resources, finance, action requests, etc). Duties include extracting and presenting reports to meet user needs.
- Track expenditure information at branch level including contract payments (CMAS), travel expenses, staff training and development and maintain awareness of branch human resource management, which includes updating Branch Organizational Charts, preparing Staffing Requests and maintaining an awareness of vacancies.
- Additional duties include coordinating meetings, developing agendas for the ED as needed and maintaining records of meetings as needed.
- Coordinate the branch's response to FOIP requests.

- Coordinate significant logistical requirements for major events (e.g. Conventions) by managing contract documents, identifying all requirements for events related to accommodations, audio visual and signage requirements.
- Coordinate transportation and accommodation for branch staff as needed.

They will also be responsible to maintain and manage financial materials related to conventions and their subsequent expenses, including the proper handling of contract documents. This outcome is achieved by:

- Working with the Engagement Team, associations, hotels/venues, and the finance branch to identify all requirements for conventions related to open houses, meeting rooms, and supplemental materials (such as audio visual or signage requirements).
- Confirm branch attendees, and coordinate transportation and accommodation.
- Having full awareness of Government trade agreements and appropriate procurement methods.

Corporate Support to the Ministry

The branch keeps the ADM, DM and Minister fully apprised of the status of its initiatives, as well as actions or decisions that are required for legislative or other reasons to be made within specific timelines. The division provides well-considered responses to resolutions put forward to the ministry by the municipal association. This outcome is achieved by:

- Coordinating and reviewing the branch's responses to resolutions proposed or passed by Alberta Municipalities (ABMunis) and the Rural Municipalities of Alberta (RMA).
- Coordinating the branch's contributions to transition materials c for new Ministers or Deputy Ministers.
- Working within the parameters of established legislation, policies, plans and guidelines with significant discretion in determining how responsibilities are performed. The Executive Director provides general guidance, reviewing work for quality of analysis and level of professional judgement demonstrated.

Workplace Environment and Organizational Development

The branch maintains an environment in which staff are, and perceive themselves to be, valued, engaged, and supported in providing a high level of service and exploring innovative ideas and approaches. This outcome is achieved by:

- Providing assistance and advice to the ED regarding organizational development activities, , branch meetings, and human resources planning,
- Supporting the ED in ensuring that staff are informed and, where possible, consulted regarding changes that affect them, and
- Coordinating branch team-building events and training sessions, which involves working closely with the ADM's office, and may involve:
 - a. Working with staff to develop themes, and seeking creative staff-inspired solutions to challenges identified through the annual employee satisfaction survey,
 - b. Leadership, planning, and project management activities to prepare larger events or retreats, and support the management event logistics,
 - c. Evaluating events and follow-up, including writing and developing reports or briefings, with actionable items,
 - d. Working with management to identify and develop training needs and develop training solutions that may involve the procurement of instructors and resources, development of training materials, and coordination of training activities.
 - e. Coordinating the development of onboarding activities to engage new staff in the division and build

organizational awareness. This may involve project management activity and leadership of an advisory committee of staff representatives.

Problem Solving

Typical problems solved:

Urgent materials, including cabinet and AR packages, media requests, meeting documents, engagement packages and reports will occasionally require immediate review often on short timelines. The Issues coordinator will be responsible for delegating or providing these edits themselves while ensuring accuracy of the information.

Types of guidance available for problem solving:

The Program and Policy Advisor and Executive Director, along with subject matter experts are available to provide guidance and assistance.

Direct or indirect impacts of decisions:

Minister, Deputy Minister and senior executives are supported by this position and the quality and consistency of materials contribute to sound decision making.

Key Relationships

Major stakeholders and purpose of interactions:

The offices of the Minister, Deputy Minister, Assistant Deputy Minister and other executive offices are provided requested information on a timely and accurate bases, and are advised of potential concerns in a timely manner. Branch staff will receive specific feedback and clear direction on assignments, deliverables, and ARs. The outcomes of these interactions directly impact the credibility of the Minister, Deputy Minister, the ADM, the ED, and the Ministry as a whole through the presentation of messages and communications generated by the branch. Branch staff will be kept up to date on Minister's, DM's ADM's, ED's and ECU's preferences with regard to correspondence.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Business

Designation

If other, specify:

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

Must be proficient in Microsoft Office (Word, Excel, Outlook and PowerPoint).

Experience using Microsoft Teams, Action Request Tracking System (ARTS), and SharePoint

Knowledge of research and information management processes and tools.

Knowledge of contract management, procurement policies and budgeting/forecasting .

Project management and stakeholder management is an asset.

Knowledge of Government of Alberta and ministry policies, procedures, legislation and business plans and planning guidelines is an asset.

Knowledge of municipal government and/or experience working in a municipality is an asset.

Excellent verbal and written communications skills.

Experience in issues management, strategic planning, project management.

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		
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 	This position must be able to coordinate and monitor incoming deliverables such as ARs, ongoing weekly, bi-weekly, and annual reporting, cabinet committee packages, and other miscellaneous, sometimes urgent, materials. They should also ensure products are of a quality that aligns with department and government standards, and are submitted and approved on time.
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 	Efficiently and effectively move and direct deliverables in a timely manner, ensuring they are accurate and on time.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	Ensures changes, redrafts and/or revisions are assigned and actioned in a timely manner, that the resulting product meets all committee and legislative requirements.

Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Consults, collaborates and compiles information from various offices, municipalities, and all levels of government.
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	A broad understanding of Alberta municipal government legislation, the ARTS system, and multi-jurisdictional strategic policies will be necessary to succeed in this role.

Benchmarks

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

PS3 - Issues Management and Communications Coordinator, South Region, Children's Services

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

DM Name

Date yyyy-mm-dd

DM Signature