

Every employee benefits from having clear expectations of their duties. A job description also supports organizational design, job classification, recruitment, employee performance, learning and development, and succession planning.

The Common Job Description (CJD) is used to describe work where several positions have common core responsibilities and reporting relationships, as well as comparable knowledge needed to perform the work.

FOR PUBLIC SERVICE COMMISSION USE:

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CJD NAME: **MINISTERIAL CORRESPONDENCE UNIT (MCU), MANAGER**

JOB EVALUATION LEVEL: **MANAGER 2**

- ☒ CROSS-GOVERNMENT COMMON JOB
- ☐ DEPARTMENT SPECIFIC COMMON JOB
- ☐ COMBINED CROSS-GOVERNMENT COMMON JOB

ORGANIZATIONAL CONTEXT

Briefly describes the purpose for the business operation and how this job fits within the organizational structure (i.e. reporting relationship).

The position generally reports to the Director, Executive Operations, within the Deputy Minister's Office (DMO) and manages a team of

Writer/Editors, Senior Writer/Editors, and an ARTS Administrator. It is responsible for leading the team ensuring correspondences meet writing criteria. It collaborates with managers of other departments on joint responses to ensure a coordinated approach is applied.

The position works independently to manage the department's Ministerial Correspondence Unit, which processes all action requests from the Minister's Office and those created by the department for the Minister and Deputy Minister. This includes response letters, memos, briefing material, and speaking notes.

The Ministerial Correspondence Unit is responsible for monitoring, tracking, and responding to email inquiries received through the Minister's email account, as well as requests sent directly from the Minister's Office. The position generally functions as a first point of contact for the Minister's Office, Deputy Minister's Office, and for other government Ministerial Correspondence Units.

JOB PURPOSE

Briefly describes why the job exists and its scope (i.e. who is directly impacted by the outcomes of the job).

The position manages the Ministerial Correspondence Unit and its staff. It is responsible for ensuring ministerial correspondences are completed in a timely and consistent manner. It is accountable for managing the established standards for style, tone, vision, content, accuracy, and formatting. The position provides the Writer/Editors with guidance on the technical aspects involved with researching, preparing, and editing correspondences, while ensuring written material reflects the policies and position of the Ministry and government. The position is responsible for the management of the Action Request process in ARTS. It maintains effective relationships with the divisions to allow Action Requests to move through the channels effectively. The position analyzes data, and interprets trends, while working with the Minister's Office, Deputy Minister's Office, Communications, and divisional partners to manage the workflow and the Action Request process. It identifies emerging trends to senior leaders, and participates in the development of responses or processes.

RESPONSIBILITIES

Describes the key responsibilities that make up the majority of the job and the corresponding duties.

1. Manages the Ministerial Correspondence Unit:
 - Effectively distributes and assigns work
 - Reviews and approves final correspondence packages prepared by subordinates
 - Manages the approval process between divisions and the Minister's Office
 - Ensures timelines, processes, and standards are clearly established, communicated, and achieved
 - Provides clarification on Action Request instructions and feedback for complex and sensitive situations

2. Maintains effective working relationships with divisional staff and the Minister's Office:
 - Fosters cross-departmental and intra-departmental coordination and collaboration of responses
 - Facilitates the completion of correspondences in alignment with writing standards and expectations
 - Gathers key messages in anticipation of potential correspondence events or trends
 - Manages the development and delivery of Action Request training
3. Identifies emerging issues and trends:
 - Meets with senior management within the department and provide advice on resolution strategies
 - Maintains an awareness of issues that may arise related to strategies or legislation
 - Represents the team and collaborate with department staff on committees to anticipate emerging issues
4. Manages daily performance measures, branch and department priorities, and the branch operational plan:
 - Monitors the flow of correspondences to ensure they are completed within timelines and established standards
 - Resolves complex program operational issues in collaboration with the Deputy Minister's Office and Minister's Office
 - Participates in branch planning and reporting with the Director, Executive Operations, , while collaborating with managers and staff
 - Prioritizes requests, manages workloads, and exercises judgement in a politically sensitive environment under tight timelines and high volume conditions
 - Allocates resources and initiates changes to processes and standards, as needed
5. Other related duties as assigned by management which support the purpose of the job without expanding the complexity of the main responsibilities. Further details on these duties may be included in the Position Specific Section of this document.

APPLICATION OF KNOWLEDGE

Briefly describes the level of knowledge essential to perform the job/above responsibilities.

PRACTICAL JOB KNOWLEDGE:

- Leadership, management, and supervisory experience including, performance measurement and evaluation techniques
- Advanced knowledge of ministry programs, policies, legislation, issues, and operational structure
- Extensive understanding of political and policy decision making processes
- Excellent communication skills, superior organizational skills, research and analytical skills, and tact and diplomacy
- Advanced writing and editing skills
- In-depth knowledge of proper English grammar, Canadian plain language, and Government of Alberta writing styles
- Enhanced knowledge of the Action Request Tracking System (ARTS), AR processes, standards, guidelines, and templates
- Extensive experience in negotiation, liaison, and conflict resolution skills
- Advanced knowledge of past and current affairs and issues facing the department and government
- Expert knowledge of department records management requirements for Action Requests

THEORETICAL KNOWLEDGE:

- Advanced knowledge of communication theories, including writing, editing, and research methodologies
- Superior knowledge of editorial practices including, semantics, syntax, discourse techniques, and developmental language
- Extensive knowledge of communication theory and how language impacts messaging and tone

PROBLEM SOLVING/DECISION MAKING

Briefly describes the types of problems or challenges the job routinely faces or solves and the types of assistance available (e.g. process guides, standard operating procedures, policy documents, availability of experts/specialists, on site supervision, etc.)

The position manages the articulation of complex and politically sensitive/driven issues in concise and astute responses. It assess and anticipate changing workflows and oversee the necessary adjustments to compensate for high volumes, while meeting department quality standards and timelines. The position anticipates and identifies stakeholder issues in order to develop strategic responses, which are consistent with department objectives. The position demonstrates strong interpersonal skills in order to acquire urgent, succinct, and accurate information from staff and stakeholders, and manage expectations from stakeholder groups with differing perspectives on issues. Existing government frameworks, policies, and processes are available for reference.

Guidance is also available from Directors, Communications, Legal Services, and other correspondence contacts from across the government. Existing precedents can be applied, however they may need to be tailored to meet the objectives of each situation. In these situations, the position participates in identifying options and recommending solutions.

KEY CONTACTS

Briefly describes the frequency and purpose of regular contact the job makes internally and externally.

Supervisory responsibility: ☒ Yes ☐ No

INTERNAL (within the department):

- Subordinates to manage team operations, support ongoing development of staff, and guide resolution of particularly complex cases
- Director, Executive Operations, to participate in branch planning and reporting, report on team operations, raise awareness to significant emerging issues and participate in identification of resolutions
- Deputy Minister's Office and Minister's Office to report on trends and statistics for issues and correspondences, raise an awareness of significant emerging issues and participate in identifying resolutions, ensure correspondence reach Offices with expectations, review correspondences, and liaise with the Minister's Office to identify and reflect priorities and changes in style
- Department staff to maintain open communication, provide advice on correspondences, identify emerging issues, coordinate information from multiple sources, and maintain effective working relationships to facilitate daily team operations

EXTERNAL (outside the department):

- Public Service Commission, Service Alberta, Communications, and Legal Services for advice on issues
- Ministerial Correspondence Units in other departments to participate on cross-departmental initiatives, information sharing, and align branch processes
- Public and stakeholders to address queries, provide information, and engage in conversations in order to develop responses

POSITION SPECIFIC INFORMATION – To be completed by Manager (Optional)

Briefly elaborate on the business area and/or identify responsibilities or projects specific to the position (e.g. health versus environmental policy area; a specific major initiative the position is leading; the name of the program the position is delivering).

Briefly describe work that meets the exclusion criteria if a request to exclude the position from the bargaining unit is being contemplated.

NOTE: Inclusion of specific program / business information will not impact classification level of this Common Job Description

Examples to illustrate **Responsibilities** (500 character limit per section):

- Manages the Ministerial Correspondence Unit:
 - Provides clarification on Action Request instructions and feedback for complex and sensitive situations
- Identifies emerging issues and trends:
- Manages daily performance measures, branch and department priorities, and the branch operational plan:

- Other related duties as assigned by management which support the purpose of the job without expanding the complexity of the main responsibilities:

Examples to illustrate **Application of Knowledge**: (500 character limit per section):

- Practical job knowledge:

FOR DEPARTMENT USE WHEN ASSIGNING THIS COMMON JOB DESCRIPTION *(to be completed by Manager)*:

SELECT REASON FOR SELECTING CID: ☐ NEW POSITION

☐ UPDATE POSITION

POSITION ID (1GX): _____

LEGACY POSITION # (IMAGIS): _____

POSITION NAME: _____

EMPLOYEE NAME (OR VACANT): _____

SUPERVISOR'S POSITION ID (1GX): _____

SUPERVISOR'S LEGACY POSITION # (IMAGIS): _____

SUPERVISOR'S POSITION NAME: _____

SUPERVISOR'S POSITION JOB EVALUATION LEVEL: _____

AGENCY (MINISTRY): _____

DIVISION: _____

BRANCH/UNIT: _____

COST CENTER: _____

The signatures below indicate that all parties have read and agree that the common job description accurately reflects the work assigned and required in the organization.

Employee Name (Required)

Date (dd-mm-yyyy)

Employee Signature (Required)

Manager Name *(Required)*

Date *(dd-mm-yyyy)*

Manager Signature *(Required)*

Executive Director Name / ADM Name
(Optional)

Date *(dd-mm-yyyy)*

Executive Director Name / ADM Signature
(Optional)