

New

Ministry

Tourism and Sport

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

SM, Designation & Coordination

Requested Class

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

Sport, Tourism and Recreation/All-Season Resorts

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 of the All-Season Resorts Branch, the Senior Manager - Designation and Coordination is responsible for leading the designation of All-Season Resort Areas, engagement/consultation and overall branch operations. The positions work will directly support development of All-Season Resorts which will drive the growth of Alberta's visitor economy towards the target of \$25 billion in annual visitor expenditure by 2035, creating sustainable economic opportunities for communities across the province, all year-round.

The Senior Manager is responsible for leading the designation of All-Season Resort Areas, engagement/consultation with First Nations, the public, stakeholders and within government, and overall Branch Operations. The position is essential to drive ASR designated and ensure the smooth operations of the All-Season Resort Program working in collaboration with the Director of Regulatory Operations. This position is a collaborator and problem solver in and outside of government to ensure the All-Season Resort Program is successful.

Responsibilities

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

The Senior Manager, Designation and Coordination provides leadership, decision making and direct supervision of professional and administrative staff to advance the All-Season Resort program through the following:

All Season Resort designation

- In collaboration with the senior leadership, develop and lead the process for designation of All-Season Resorts.
- This includes leading the identification and proponent solicitation process for ASR designation sites, coordinating with Travel Alberta, consulting subject matter expertise from other Government departments and third party experts, First Nations consultation and public engagement, collaborating with other department's legislation, regulation, plan and policy updates that impact the ASR program.
- The Senior Manager will coordinate with the Director of Strategy and Policy on the submission of all material for Lieutenant Governor in Council approval under the All Season Resorts Act.
- Be key contact for the branch on ASR designation inquiries and information.

Public and Stakeholder Communication

- In coordination with corporate communication and Travel Alberta, responsible for maintaining external communication information including guidelines, documents, department website, social media, etc.
- Addressing public inquiries about All-Season Resorts program.
- Liaison between Travel Alberta and the all season resort industry to understand best practices, industry standards and incorporate the "tourism and resort" perspective to the branch teams and information.

Inter-department collaboration

- Develop and implement a memorandum of understanding with GOA departments to retain and utilize key administrative, subject matter experts and other technical supports that can assist the ASR program.
- Key point of contact for the Branch to other departments looking for All-Season Resort information.
- Ensure All-Season Resort perspectives are incorporated into other Government initiatives as part of a "one government" approach to tourism development.
- Coordinate with Forestry and Parks, Alberta Infrastructure, Municipal Affairs and Transportation and Economic Corridors on the ensuring All-Season Resort area development is supported, e.g.: construction of overpasses, increased road traffic, electrical services, etc.
- Bringing forth an understanding and knowledge of issues, trends and process for ASRs
- Responsible for leading and participating in cross-department committees and working groups
- Demonstrating professional acumen by pro actively capitalizing on opportunities to collaborate with Travel Alberta, Forestry and Parks, Environment and Protected Areas and other government department and agencies to ensure ASR program is advanced.

Municipal engagement

- Lead the consultation and engagement with Municipalities relating to ASRs.
- Develop clear and streamlined approach with Municipalities to enable All-Season Resort developments.
- Coordinate with local municipalities to address issues that may affect ASRs e.g.: transportation, utilities, emergency services, etc.
- Lead the development and implementation of community tax levy or other grant programs to enable development.
- Coordinate the development of ASR specific Community Revitalization Levy's to enable development.

Branch operations

- Provide direction and leadership to professional and administrative staff.
- Oversee branch management, office and fleet logistics, financial forecasting, Occupational Health and Safety Program, etc.
- Revenue collection - Oversight and auditing of the revenue collected through All Season Resort revenue sharing agreements, royalties and rents.
- Issues management - oversee and lead issue responses including responses to the public, stakeholders and Ministerial and executive requests. This includes development of issues briefings and background materials on issues.
- Oversee the administration of any department grants or contracts.
- Lead branch business planning and reporting.

Problem Solving

Typical problems solved:

This position requires temperance in addition to a firm understanding of the legislation, regulatory tools, government processes, stakeholder engagement, public communication, and human dynamics. The daily challenges the senior manager is faced with are conducted in a team environment and require excellent communication skills, organizational awareness and the ability to engage and assign tasks. Most decisions made in this position have an impact on the environment, the reputation of the Government of Alberta and can have financial implications to the parties involved. Examples of difficult or challenging situations faced by the position include:

- Managing complex, complicated and contentious land use problems which often require phased, sometimes multiple approaches that are situation dependent within a team of environmental professionals working in an integrated environment to achieve deliberate outcomes. The situations can result in designation decisions and stakeholder decisions made by the Senior manager that could be challenged in court or appealed.
- Leading professional and administrative staff and providing direction and decisions regarding handling complex and contentious issues and files.
- Ensure branch operations are optimal including issues management, financial auditing, etc.
- Managing situations or issues that are generally unstructured and unique requiring creative approaches to ensuring outcome that is meaningful and results in clear benefits for the environment and the economy.

Types of guidance available for problem solving:

Addressing challenges faced by this position requires strong analysis, reasoning, evaluation, judgment and problem solving skills. Interpretative, strategies and critical thinking is required along with the ability to facilitate decision-making processes involving Ministry and Cross Ministry representatives, stakeholders and staff.

Direct or indirect impacts of decisions:

The position is delegated significant flexibility to organize, plan and coordinate work associated with the delivery of the approvals and compliance assurance programs that impacts the Ministry's and GOA's assurance to Albertans and beyond that the regulatory mandate and legislation related to the environment is robust, transparent, and agile to meet present and emerging challenges.

Decisions and recommendation made by the position impact Ministry representatives as well as representatives of other ministries, agencies, industry, the regulated community, and individuals. The advice and recommendations provided to senior Ministry representatives, officials and executives impact strategic decisions policies, programs, and initiatives and as a result impacts Albertans, external stakeholders and associated natural resources.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- ADM, Executive Director, and Ministry executive leaders (providing information, advice, program delivery issues, specific situation updates, potential contentious situations)
- ASR Branch Leadership Team (to share information, collaborate and coordinate on initiatives, to manage and realign resources)
- Tourism Policy and Strategy Branch
- Travel Alberta
- Staff (to provide leadership, direction, advice, coaching and mentoring)

External:

- Senior representative of other ministries (e.g.: Justice and Solicitor General, Municipal Affairs, Alberta Energy Regulator, Forestry and Parks, Environment and Protected Areas)
- Other provincial regulators, Law enforcement agencies, Municipalities, Industry representatives, Regulated community, Public, MLAs, Stakeholder communities and organizations (Develop partnerships and collaborative working relationships, facilitate problem solving, exchange information, championing education, preventative and stewardship programs, developing and communicating AEP's policy to other regulators delivering similar assurance activities).

Required Education, Experience and Technical Competencies

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

If other, specify:

Position education focus will be considered with their previous work experience.

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

The position requires a post-secondary education in public administration, resource management, environmental sciences, environmental/natural resource law, or related field, plus several years directly related experience at a management or senior staff level. The position needs to understand both the tourism or natural resource sector, branch operations including financial forecasting, OHS, public communication and government approval processes. Experience with regulatory approvals would be considered an asset.

The position requires the following skills and abilities:

- Strong leadership skills in a politically sensitive and diverse environment.
- Exceptional people and change management skills.
- Effective communication, conflict resolution and facilitation skills.
- Strong project management skills and the ability to successfully meet multiple priorities.
- Advanced problem solving, organizational and resource management skills in working with multiple stakeholders including the public.
- Ability to develop strong interpersonal relationships at all levels with internal and external organizations.
- Ability to facilitate collaborative and integrated initiatives.

The position requires extensive knowledge and understanding in the following areas:

- GoA and Ministry mandate business goals and objectives.
- Extensive knowledge of regulatory assurance principles and can apply legislative intent consistently often in unique situations to meet the environmental, social and economic objectives of the Government of Alberta.
- Strategic thinking, planning and visioning and the ability to translate strategy into business and operational plans.
- A strong understanding of government policy, processes and procedures.
- Risk management principles and how to apply risk into strategic and operational decision-making.
- Applicable legislation, regulations, ministerial orders and guidelines (e.g. All-Season Resorts Act, Environmental Protection and Enhancement Act, Water Act, Public Lands Act, Alberta Land Stewardship Act).
- GoA and Ministry decision-making processes, including; regional/sub-regional planning; regional management frameworks, integrated approvals, and compliance including education, prevention and enforcement.
- Knowledge of the tourism industry
- Natural resource management, sustainable development practices, environmental issues, environmental impacts, environmental media.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>This position has a significant strategic responsibility, and is expected to ensure decisions integrate indepth knowledge cabinet process, strategic relationships inside and outside of government, the political environment and potential risks when considering possible strategy</p> <ul style="list-style-type: none"> • Addresses behaviours that challenge progress

			opportunities or actions meeting the of the all season resorts program and goals in the Tourism strategy .
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Encourages development and integration of emerging methods: <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	The position provides leadership, direct guidance, expert advice and direction to a team of professional and admin to ensure they have the industry, environmental, political and stakeholder acumen to excel in the role.
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Proactively incorporates change into processes: <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 • Readily adapts plans and practices 	Maintains awareness of changing organizational priorities, role of "starting a new branch" and proactively shifts strategic focus and activities and creates opportunities to advance the all season resorts program as a brand new branch and a brand new program.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works in open teams to share ideas and process issues: <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 	The position will be uniquely positioned to navigate the challenges of creating a new All season resort program for the province, develop and manage new processes, tackle stakeholder issues and ensure progress in meeting the tourism strategy goals. The position encourages a culture of imaginative thinking to achieve timely and effective program delivery.

Benchmarks

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