

Ministry

Transportation and Economic Corridors

## Describe: Basic Job Details

### Position

Position ID

Position Name (30 characters)

NSC Program Specialist

Current Class

Requested Class

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

TSS/DCVS/Commerical Carrier Approvals

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

## Design: Identify Job Duties and Value

### Changes Since Last Reviewed

Date yyyy-mm-dd

2022-11-15

Responsibilities Added:

Significant changes were made to Alberta's safety fitness certificate program in March of 2019, with the introduction of the Pre-entry Program for Commercial Carriers, impacting the responsibilities for the role. Additionally, as part of a reorganization in October 2019 and again in January 2024, responsibilities for the role have changed significantly since last review.

Responsibilities added include:

- Delivery of the Transportation Network Companies (TNC) program; ensuring applicants meet the regulatory requirements for TNCs.
- Delivery of the Pre-Entry Program for Commercial carriers; ensuring that all new carriers meet regulatory and policy requirements.
- Delivery of the Safety Fitness Certificate Renewals; previously certificates were issued as "Continuous" and with the introduction of pre-entry are now required to be renewed every 3 yrs. The Specialist needs to ensure all renewals comply with regulatory requirements and that each carrier has been researched to ensure there is no disciplinary history/issues.
- Creation and maintenance of interactions with telephone clients; to ensure effective tracking of

stakeholder concerns and resulting actions.

- Cancellation of vehicle registrations for commercial carriers to align with regulatory requirements when applications are denied.

#### Responsibilities Removed:

Responsibilities removed as part of the reorganizations and given to the Monitoring & Compliance branch:

- Monitoring carriers for compliance with conditions.
- Suspending non-compliant carriers and monitoring for downgrading to Unsatisfactory.
- Entering Long Form Information documents.

## Job Purpose and Organizational Context

#### Why the job exists:

Driver, Carrier and Vehicle Services is the licensing body and foundational entry point for individuals, drivers, carriers and vehicle programs. The branch takes a client centric approach by providing effective client support services that address operational approvals, infrastructure protection, and licensing and vehicle standards to ensure the safe and efficient movement of people and goods on Alberta roadways.

The Carrier and Vehicle Programs Section is responsible for issuing licences, certificates, and approvals for a number of regulated industries and professions; including commercial carriers, inspection facilities, inspection technicians, and provincial railways. Accountable for the implementation of various National Safety Code standards and the department's vehicle standards authority in the operation and development of vehicle safety programs, standards, and safety regulations. The section takes an active role in provincial, national, and international committees dealing with vehicle safety, special transportation requirements and vehicle issues.

The Traffic Safety Act (TSA) requires commercial truck and bus carriers to hold a valid safety fitness certificate (SFC) to operate commercial vehicles. Reporting to the NSC Team Lead, the NSC Program Specialist is responsible for the administration of safety fitness certificates and the commercial carrier pre-entry program in Alberta. This position will administer all application and renewal processes related to commercial carriers in Alberta. This position is the first point of contact for stakeholders seeking to enter the commercial carrier industry, amend or renew an existing certificate, and navigate Alberta's pre-entry program.

## Responsibilities

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

### 1. Deliver the Safety Fitness Certificate (SFC) and Pre-Entry Programs:

- Verifies new applicants comply with the regulatory and policy requirements of the Pre-Entry Program for commercial carriers; including authentication the appropriate individual completed the course and knowledge exam requirements and the minimum score was achieved in the required time frame.
- Ensures SFC applications meet regulatory and policy requirements; documents deficiencies and partners with carriers to ensure compliance is met prior to certificate being issued.
- Analyzes daily commercial vehicle registration activity to identify vehicles that meet federal or provincial requirements and initiates communication to the potential new carrier, outlining the SFC process.
- Researches carrier ownership records and compliance history to identify carriers with a history of non-compliance, poor safety ratings (e.g. conditional or unsatisfactory), or an undisclosed association to a non-compliant carrier (chameleon carrier).
- Identifies suspected chameleon carriers or applicants with a history of non-compliance to the Team Lead or Manager for additional review.
- Analyzes carrier compliance history and issues safety ratings and carrier conditions that align with policy and procedure.
- Research certificate amendment applications (e.g. name changes and operating status) to ensure

requests align with regulatory and policy requirements; analyze available reports to identify carriers not complying with amendment requirements.

- Identify trends in amendment requests and refer suspicious carriers/requests to the Monitoring & Compliance Branch for follow-up.
- Initiate refund requests for applications that do not meet requirements and are canceled or voided.
- Ensure non-compliant and denied applications are documented; canceling vehicle registrations and updating safety ratings to unsatisfactory to adhere to regulatory requirements.

## **2. Deliver the Transportation Network Companies (TNC) program:**

- Verifies TNC applications comply with regulatory and policy requirements; identify applications that do not meet requirements and partner with TNC to bring into compliance.
- Ensure TNC application and supporting documentation is fully documented and the certificate is issued as per policy and procedure.
- Identify areas of non-compliance and refer issues to the Monitoring & Compliance Branch for follow-up.

## **3. Provide program information to stakeholders and the public:**

- The first point of contact and the subject matter expert on commercial transportation licensing/certificates: safety fitness certificates, pre-entry for commercial carriers, transportation network companies, and operating authority.
- Clarifies and interprets program guidelines, policies, and regulations for clients and stakeholders; ensuring information is provided in a timely and accurate manner.
- Ensures excellent program delivery by assisting applicants with the navigation of online applications/systems and document repositories; identifying system issues and outages to the Modernization & Business Supports team as necessary.
- Identify trends and/or deficiencies in website and carrier communication documents; participate in the drafting of revisions.
- Create and maintain detailed stakeholder telephone interactions; ensuring interactions align with policy and procedure.
- Research carrier interactions and history to provide details for action requests, briefings, and web inquiries; aligning questions/concerns with regulatory requirements where necessary.

## **Problem Solving**

Typical problems solved:

Position is expected to analyze application information and ensure it meets regulatory and policy guidelines. Research must also be conducted to identify if carrier is linked to a suspended, unsatisfactory, or chameleon carrier. Upon review of all information in various databases, the NSC Program Specialist is responsible to decide that the certificate can be issued without NSC Team Lead intervention. Responsible for issuing, renewing, and maintaining safety fitness certificates for approximately 19,500 carriers within the province.

This position requires a firm understanding of regulatory requirements and related policies and procedures in order to assist stakeholders with specific inquiries and concerns. In addition, the position needs a sound knowledge of systems and databases to ensure they are able to effectively assist carriers and maintain the integrity of databases.

Types of guidance available for problem solving:

All applicable regulations and procedures are available digitally for reference. The position is also able to seek guidance and clarification from the NSC Team Lead, Manager, Commercial Carrier Approvals, as well as other subject matter experts within the branch.

Direct or indirect impacts of decisions:

Decisions made have impacts to the carrier's ability to operate, hold commercial vehicle registrations, on-road enforcement, and public safety.

## Key Relationships

Major stakeholders and purpose of interactions:

### Daily

- Potential or existing commercial carriers regarding regulatory requirements of the safety fitness certificates.
- NSC Team Lead and Manager regarding applications, suspensions, or carrier concerns.
- Monitoring and Compliance branch regarding areas of non-compliance and investigations.

### Weekly/Monthly

- Service Alberta and Red Tape Reduction (SARTR) to discuss vehicle registration concerns and support information sharing.
- Other teams/sections within Transportation, including Central Permitting Office (CPO), IRP Program, and MBS to support information sharing and cross-referencing of commercial carriers and department programs.
- Public Safety and Emergency Services (PSES) and other enforcement agencies in regards to enforcement initiatives and information sharing.
- Industry stakeholders regarding regulatory requirements.

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Four years experience

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

- In-depth knowledge of the commercial transportation industry, the Commercial Vehicle Certificate and Insurance Regulation, the Traffic Safety Act and its regulations, and department policies and procedures pertaining to commercial carriers.
- In-depth of the Transportation Network Companies Regulation.
- Knowledge of the Freedom of Information and Protection of Privacy Act and other privacy requirements.
- Knowledge of vehicle registration and other services/programs relating to commercial vehicles; including commercial vehicle inspections, International Registration Plan (IRP), International Fuel Tax Agreement, (IFTA) etc.
- Proficient in computer programs and software including word processing, spreadsheets, presentations, reports, templates, and forms.
- In-depth knowledge of the information management and technology systems used to administer the programs (e.g. MOTRIS, ROADS, CORES, TSIS, TRAVIS, etc.)
- Requires strong verbal and written communication skills as well as diplomacy.
- Requires analytical, research, and problem solving skills.
- Must have strong organizational skills, including time management, accuracy, consistency, and attention to detail.

## 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain	The position is responsible for processing applications and

		<p>goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	<p>maintaining carrier records that have a large impact on the commercial carrier industry in Alberta. Role understands the effect their actions have on industry and other government departments.</p>
Drive for Results	○ ● ○ ○ ○	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Position is responsible for prioritizing daily tasks within the scope of required deliverables. Seeks advice from supervisor, management, or subject matter experts when lacking information necessary for decision making.</p>
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>This position frequently interacts with carriers that are frustrated with program requirements or are unsure how to navigate the carrier industry; position understands the importance of remaining calm and effectively communicating regulatory requirements in plain language. Able to pivot when program requirements change.</p>
Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Role is responsible for assisting carriers in their navigation of the SFC application and pre-entry processes. Able to break down requirements into small steps in order to effectively communicate those to stakeholders. Also able to champion carrier struggles and requirements to subject matter experts and senior management to be considered for future amendments and program changes.</p>