

## New

Ministry

Tourism and Sport

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

ASR Program Specialist

Requested Class

Program Services 4

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

Sports, 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 Senior Manager - Designation and Coordination, the position is responsible for contributing to All-season program work including the designation of All-Season Resort Areas, engagement/consultation and issues management, and branch coordination. The position work will directly the All-season resort team as it leads the 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 position will directly support the Senior Manager in the designation of All-Season Resort Areas, engagement/consultation with First Nations, the public, stakeholders and within government, development of policies and guidelines and overall branch operations. The position is essential to support ASR designation and the smooth operations of the All-Season Resort Program, working in collaboration with the Regulatory Operations section. 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 ASR Program Specialist supports and provides input into key aspects of the All-Season Resort program through the following:

### All Season Resort designation

- contribute to the process for designation of All-Season Resorts by the Lieutenant Governor in Council including drafting content for cabinet reports, land use designation changes, map products, designation site packages for external communication etc.
- This includes understanding 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.
- Be a designated support contact for the branch on ASR designation inquiries and information.
- Ensure that subject matter experts advice is coordinated and reflected in the cabinet decision making process and external communications e.g. risk and opportunities with a site in terms of social, economic and environmental.

### Public and Stakeholder Communication

- In coordination with corporate communication and Travel Alberta, develop and maintain content for external communication information including guidelines, documents, department website, social media, etc.
- Contributing to preparing responses to public inquiries about All-Season Resorts program.
- Supporting liaison efforts 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

- Support the development and implementation memorandum of understandings with GOA departments to retain and utilize key administrative, subject matter experts and other technical supports that can assist the ASR program, including being a key development contact for subject matter experts providing input on ASR proposals.
- Subject matter expert on the all-season resorts program and supporting efforts to ensure All-Season Resort perspectives are incorporated into other Government initiatives as part of a "one government" approach to tourism development.
- Supporting the coordination 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 supporting in cross-department committees and working groups as assigned or delegated.

### Municipal engagement

- Lead and/or support the consultation and engagement with Municipalities relating to ASRs.
- Coordinate with local municipalities to address issues that may affect ASRs e.g.: transportation, utilities, emergency services, etc.
- Support the Senior Manager in the development and implementation of community tax levy or other grant programs to enable development.
- Support the Senior Manager in the development of ASR specific Community Revitalization Levy's, land use plans and resort specific bylaws/policies to enable development and address municipal concerns.

### Policy, Guidelines and Branch operations

- Writing and developing policies, procedures and guidelines to support the ASR program.
- Support the All-season resort branch logistics where necessary including office and fleet logistics, financial forecasting, Occupational Health and Safety Program, etc.
- Coordinate and support 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 program specialist is faced with are conducted in a team environment and require communication skills, organizational awareness and the ability to engage and effectively complete tasks. Most actions associated with 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.
- 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 analysis, reasoning, evaluation, judgment and problem solving skills. Interpretative, strategies and critical thinking is required along with conflict resolution when dealing with internal Ministry and Cross Ministry representatives as well as external stakeholders.

Direct or indirect impacts of decisions:

Decisions and recommendation made by the position impact Branch and Ministry representatives as well as representatives of other ministries, agencies, industry, the regulated community, and individuals. The advice and recommendations provided to senior Branch and 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 and ASR Branch Leadership Team (providing information, program delivery issues, specific situation updates, potential contentious situations)
- Tourism Policy and Strategy Branch
- Travel Alberta

External:

- Representatives 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 ASR policy to other regulators delivering similar assurance activities).
- First Nation communities
- ASR operators and consultants
- Public and stakeholder groups

## Required Education, Experience and Technical Competencies

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

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 or related field, plus 4 years progressively responsible related experience. The position needs to understand the tourism or natural resource sector, branch operations, occupational health & safety, public communication and government approval processes. Experience with regulatory approvals would be considered an asset. The position requires the following skills and abilities:

- Effective communication, conflict resolution and facilitation skills.
  - Strong project management skills and the ability to successfully meet multiple priorities.
  - Excellent problem solving, and organizational skills in working with multiple stakeholders including the public.
  - Ability to develop interpersonal relationships with internal and external organizations.
  - Ability to support collaborative and integrated initiatives.
- The position requires intermediate knowledge and understanding in the following areas:
- GoA and Ministry mandate business goals and objectives.
  - Familiarity with regulatory assurance principles and can understand legislative intent to apply it in unique situations to meet the environmental, social and economic objectives of the Government of Alberta.
  - Awareness and comfort with government policy, processes and procedures.
  - 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>This position has significant responsibility and is relied upon to support decisions that integrate knowledge of government process, relationships inside and outside of government, the political environment and potential risks.</p> <ul style="list-style-type: none"> <li>• Addresses behaviours that challenge progress, opportunities or actions toward meeting the goals of the all season resorts program and goals in the Tourism strategy .</li> </ul>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets</li> </ul>	<p>The position works across teams to ensure success using industry, environmental, political and stakeholder acumen to excel in the role.</p>

		talent recognized • Promotes collaboration and commitment	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	Maintains versatility to respond to changing organizational priorities associated with "starting a new branch" and leans in to support delegated focus and activities. Acts as an ambassador 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 checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	As the ASR program is new, the ability to navigate complex systems by finding new and innovative ways to manage approvals and compliance across multiple legislation while ensuring outcomes are achieved effectively and efficiently.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	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.