

Update

Ministry

Describe: Basic Job Details
Position

Position ID

Position Name (30 characters)

Current 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
Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Reporting to the Team Lead of Contracts Administration.

Participates in the assessment, planning and implementation of vendor contracts that supply services and goods to support Motor Vehicles & Registries Administration (MVRA) operations. These contracts span multiple years and may have values of more than \$1 million in total, which include the services such as:

- Manufacturing and delivery of driver licences and identification cards, including mail inserts;
- Specialty Licence Plates;
- Access agreements with colleges and associations;
- Learning management system;
- Control of motor vehicle inventory such as licence plate labels and controlled inventory forms (e.g. vehicle registration documents, envelopes);
- Manufacturing of vehicle licence plates;
- Document management and support services for multiple business areas which consist of document reception services, digital imaging services, revenue handling service, call box management services, technical support services, and hosting and maintaining digitization application; and
- Other services that may arise for MVRA.

Monitors and manages the contracts provided through regular operational meetings, validating invoices, coordinating response between the vendor and business areas. Some contracts are for multiple business areas and will be the single point of contact between the business area and the vendor.

Monitoring and analyzing the delivery of services, cost of services, service requests and coordinating with others for quality assurance. Work with the vendor on issues with 1GX/Ariba on invoice submission, ensure invoices are paid accurately and in a timely manner.

Responsible for the creation of purchase orders for all service contracts, monitoring total contract spend and estimate, ensure invoices are submitted by the vendor and approval by the departments are provided accurately, assess and evaluate delays and issues that may arise with invoices submission in 1GX/Ariba.

Acts as a liaison among the vendor community and business areas within the division and other stakeholder teams such as Legal Services, Finance, Contract Management Unit, and Procurement support teams.

Manages the procurement and contracting activities through the entire life cycle for MVRA. From developing and drafting the solicitation documents; to coordinating, managing, overseeing and monitoring the evaluation process; to developing the recommendation to award documents and obtaining approvals to award; to contract finalization. Also, works with business area owners such as Executive Directors, Directors, and/or managers on operational needs, contract renewal and transition.

Acts as an advisor to the branch on other procurement and contracting activities.

Acts as a single point of contact on behalf of the Contracts Administration team with legal services, contract management unit and finance.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

This position is critical in the life cycle of the portfolio of contracts required to support Registry services for Albertans and requires effectively management to support and to maximize the benefits to operational teams in Consumers, Registry, and Strategic Services department. In addition, the entire network of registry agents is reliant on the success of this position for the the supply of products and services contained within the contracts with vendors and failure to effectively manage those contracts would have a significant negative impact on nearly every Albertan, resulting in delays for Albertans receiving their Registries' products and services.

Some contracts are complex in nature and have high value in terms of direct costs and criticality to operations. These contracts require regular review for the delivery of quality services and the assessment of fit to business needs. Where contracts are enterprise in nature, this position acts as the liaison to the enterprise contract holder to ensure appropriate fulfillment of operational needs. Some of these contracts have a direct impact on services provided to Albertans; thus requiring special handling and attention to ensure that Government services to Albertan's are not negatively impacted.

This position is responsible for the end to end process of all procurement activities and will have significant engagement with the vendor community and with GOA teams on an ongoing basis. This position will provide vendors with information relative to the procurement process including debriefing of unsuccessful vendors and may find to be in potentially adversarial situations.

Working with internal entities for guidance in ensuring GOA interests are protected requires that this position be well informed of GOA procurement processes and legality.

Responsibilities

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

1. The acquisition of supplies and services in accordance with the business plan, legislation, policies and procedures, and various trade agreements, while ensuring the competitive process is conducted fairly, equitably, and transparently.

Activities:

- Provides expertise on the selection and use of non-competitive (i.e. Request for Information, Expression of Interest) and competitive (i.e. Prequalification Request, Request for Proposal) solicitation documents.
- Preparation of the solicitation documents and evaluation plan with support from the business areas, legal counsel and procurement, as required.
- In conjunction with departments, develop detailed technical requirements that are free of any real or perceived bias.
- Working with departments, manages the end to end procurement and contracting processes from needs identification to contract finalization on assigned procurements.
- Oversee and facilitates the evaluation process of vendor responses to consensus scoring and recommendation of successful vendor.
- Develops award recommendation and obtains contract approval at the appropriate level.
- Coordinate contract execution with both parties and work with departments to ensure requirements/access needs are fulfilled before the contract is in place.
- Responds to inquiries regarding the competitive process from clients/vendors.
- Conducts vendor debrief sessions for all unsuccessful vendors as required.
- Works with departments and vendors to ensure supplies and associated services are provided in accordance with the contract terms and conditions.
- Maintains records and file documentation for audit purposes.

2. Manages supply arrangements for common services within established policy and procedures, enabling teams to acquire service from vendors at pre-established prices and terms and conditions consequent to the tendering process.

Activities:

- Liaises with teams to determine their ongoing repetitive contract requirements.
- Managing contracts including monitoring contract usage (obtains usage information, analyzes usage to determine trends), monitors vendor performance, and implements amendments where applicable.
- Work with the vendor when there are contract related discrepancies and issues. Resolves issues with respect to compliance and contractual obligations.
- Responds to inquiries regarding services and service requests.
- Confers with vendors regarding general contract terms and specifications.
- Tracks and reports on services delivered and expenditures.

3. Provide direction and consultative expertise to divisional teams enabling them to define their requirements for service requests in support of enhancing satisfaction with services delivered by vendor.

Activities:

- Responds to inquiries regarding interpretation of the services available and costs.
- Manages the queue of requests and facilitates decisions regarding prioritization.
- Conducts reviews and reports on service requests to assist teams in understanding the nature of planned work and available work.
- Provides consultative services to teams, delivering a high level of knowledge regarding vendor services and service delivery.

4. Communicates with vendors, in accordance with policies and procedures, resulting in vendor awareness of the processes for service delivery and expectation of quality.

Activities:

- Responds to inquiries from vendors and resolves problems/issues pro actively to ensure teams are not negatively impacted.
- Participates in regular vendor sessions to communicate expectations of quality and/or issues related to service delivery.

- Functions as the single point of contact for the vendor.

5. Keeps management apprised of issues that may be sensitive or escalated within the branch, in accordance with internal process, so that management is aware of potential problems and solutions under investigations.

Activities:

- Escalates sensitive and problematic issues to management in timely fashion.
- Anticipates problems and recommends solutions.
- Identifies shortfalls with current systems, processes, policies, procedures, and terms and conditions, and recommends solutions to enhance service delivery and protect GOA interests.
- Provides input on briefing notes and action requests, if required.
- Conducts research and provides written reports and/or financial analysis on emerging issues related to contracts and the services delivered.

6. Develop, draft, implement contracting documentation required for the branch with external and internal stakeholders.

Activities:

- Collaborate and engage with business areas and management on needs and requirements.
- Work with legal services on review and approvals to the contracting documentation.
- Manage all updates to contract templates and processes.
- Coordinate and manage the process of drafting and issuing the amendments within the Contract Administration team.
- Monitor the execution process of the amendments from start to finish.
- Provide updates to management on the status of the amendments.

7. Performs other related duties as required.

Activities:

- Compile transaction statistics on the registry agent network for finance and management which consists of running monthly reports from various business applications.
- Participate in projects that are related to contracts and affects the Contracts Administration team.
- Provide recommendations on contract related items to the various teams within the branch.
- Provide cover off on budgeting and forecasting activities for the branch.
- Support the Team Lead in providing advice on contract related issues and processes.

Problem Solving

Typical problems solved:

The Contract Analyst is responsible to take the lead in the development of all procurement and contracting activities. This consists of recommending best procurement solutions based on business needs and requirements for contract delivery. Responsible for the development of any contract templates and processes follow GOA procurement policies and guidelines. All documentation are reviewed by legal services before final sign off.

This position is also responsible to ensure the effective and efficient delivery of contract management services. Resolving issues with respect to contractual obligations such as financial discrepancies with the vendor and business areas.

Types of guidance available for problem solving:

The Contract Analyst has access to guidance from the Team Lead of Contracts Administration, as well as subject matter experts from the contract management unit, legal services, and procurement services. Other individuals within the branch/division are available to collaborate with ideas and problem solving techniques.

Also, APS offers various learning activities related to procurement and contract management.

Direct or indirect impacts of decisions:

The procurement and contract documentation must be accurate and aligned with the GOA and ministry policies, processes and guidelines. All procurement and contracting activities must align with a fair, competitive and transparent process. In depth contract management skills will assist with the ability to coordinate and manage the services and work required. Decisions made can impact the business areas and

the vendor community.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Division supervisors, managers, directors, and execute directors are required to provide business operational needs and requirements, reports and updates, and provides guidance and approvals when needed. Service Alberta Contract Management unit, finance, legal services, and other ministries (Health, Technology & Innovation, and Transportation & Economic Corridors) are available for additional support.

External:

Vendor community that provides services to our division and branch. Responsible in service delivery, product and pricing updates.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Could be various degrees (i.e. Business, Engineering, Supply Chain, etc)

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

Depth of knowledge in:

- Application of theoretical procurement processes in a public sector environment
- Contract law
- Contract management
- Internal systems, policies, procedures, directives and standard purchasing terms and conditions
- Professional procurement code of conduct and ethics

Skills and Abilities:

- Well-developed written and verbal communication skills
- Strong facilitation/consulting/negotiation skills
- Extensive knowledge of contract preparation and contract management skills
- Strong interpersonal and time management skills
- Analytical and detail-oriented
- Ability to adapt to changing environments, maximize the use of available technology, and working in a team environment.

Qualifications:

- University Degree plus 3 years related experience.
- Professional purchasing certification or demonstrate a commitment to obtain certification
- 5 years directly related procurement experience in the GOA; experience navigating the GOA 1GX system

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"/>	Integrates broader context into planning: <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 	This position will need to identify any issues and risks that may affect the contract and will need to understand the affects of any decision made with business areas to ensure service delivery can still completed.

		<p>vision and goals through strategy</p> <ul style="list-style-type: none"> • Addresses behaviours that challenge progress 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>This position has the same goal with all business areas to ensure service delivery is completed and met. Responsible for the coordination and management of the contracting and procurement activities, time lines need to be met and must be followed at all times. Failure to meet time lines can lead to problematic issues that can be strenuous if tasks are not completed. Focus on standard processes and policies with all stakeholders will assist in completing any task.</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • 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 	<p>This position requires the ability to assess and adapt to changes at all different levels. Whether its changes to business requirements, processes or vendors. This can cause an impact on contracts and could require additional reviews and contracting activities. This position will be involved in transitioning from different vendors which can be challenging. Additionally, the ability to remain professional at all time and be able to work will under pressure is highly important. Focus on standard processes and policies with all stakeholders will assist in completing any task.</p>
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>	<p>This position will work with different level of stakeholders internal and external to the GOA who</p>

		<ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>all the same end goal. During the development of any contracting activities, business needs and requirements will need to be identified and will require facilitation and coordination to thoroughly explain in detail. The end result is to ensure services within the contract are delivered professionally. This position is also the single point of contact between the vendor and the business areas and will require collaboration on resolving issues.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • 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 	<p>This position works in a team for all contracting and procurement activities and will deal with a wide range of challenges at all stages. The ability to assess and identify possible options and work towards a resolution with the team.</p>

Benchmarks

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

023PS36 Technology Development Officer

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	
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature