

## Update

Ministry

Infrastructure

### Describe: Basic Job Details

#### Position

Position ID

Position Name

Engagement &amp; Operations Coord.

Current Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

SIO, OPA, CPO

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Supervisor's Position ID

Supervisor's Position Name

Mgr., Engagement &amp; Operations

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

2023-01-30

Responsibilities Added:

No new responsibilities have been added since this position was last reviewed in January 2023.

Responsibilities Removed:

N/A

#### Job Purpose and Organizational Context

Why the job exists:

Alberta Infrastructure provides innovative, high quality and well-designed public infrastructure for Albertans. Through leadership, expertise and collaboration with partners, the ministry provides public infrastructure that contributes to the province's economy and Albertans' quality of life. It forms the backbone of services through hospitals, schools, universities and colleges that households and communities

rely on.

Reporting to the Manager, Engagement and Operations, in the Strategic Integration and Operations (SIO) Division's Operations and Administration Branch (OPA), the Engagement and Operations Coordinator (Coordinator) supports the Manager in working with all of the areas of the ministry to coordinate internal/external engagement; support projects associated with strategic priorities; and enhance Infrastructure's corporate culture by promoting a positive employee experience.

The Coordinator uses critical thinking and creative problem solving skills to support the department's goals, ensuring alignment with broader government objectives, and that the ministry's business interests are represented. The Coordinator provides coordination and project facilitation services on divisional and corporate initiatives, including secretariat support for both internal/external committees, divisional administrative and reporting processes, and other special projects including the hosting of quarterly new staff orientation sessions. The Coordinator will work with a range of internal stakeholders through new and established processes to obtain information, gather support for key initiatives, and complete critical engagement and operations tasks for the division and the department.

## **Responsibilities**

Provides coordination and secretariat support to internal and external stakeholder engagement initiatives.

- Coordinates regular meetings of the Executive Directors' Council (EDC), including meeting invitations, virtual and in-person options for attendance, development of the agenda and gathering of meeting materials in collaboration with relevant groups, recording minutes to summarize discussion, keeping track of action or follow-up items, and maintenance of EDC's MS Teams group.
- Uses the Action Request Tracking System (ARTS) to coordinate information and other requests from branches and divisions, and uses that information to complete engagement activities.
- Uses project coordination skills to plan, prepare, implement and complete tasks/assignments in a timely manner.

Leads and supports department-wide New staff orientation initiatives that contribute to strategic employee development and talent mobilization initiatives.

- Explores Infrastructure-targeted approaches to effectively orientate new staff and develop/maintain Ministry information resources.
- Supports staff talent mobilization and development initiatives that support employee growth and contribute to the Ministry's People Plan.
- Assists with the coordination of summer student and/or intern needs, ensuring a meaningful experience.
- Acts as the primary supervisor and point of contact for the co-op summer student.
- Provides the Manager, Director and/or Executive Director strategic advice, analysis and comprehensive guidance.
- Demonstrates Alberta Public Service values of Respect, Accountability, Excellence, and Integrity; contributes to the advancement of Diversity and Inclusion in the Alberta Public Service; and fosters a positive and inclusive workplace.

Develops and maintains strong working relationships with other branches and divisions to ensure the successful and effective delivery of team initiatives.

- Facilitates ongoing dialogue and establishes strong collaborative relationships with other branches and divisions.
- Excellent interpersonal skills with the ability to build relationships with a mix of internal stakeholders and staff.
- Through environmental scanning, identifies emerging issues related to the team and makes informed decisions and key recommendations to management and stakeholders.

Provides surge capacity and support to the Manager on cross-divisional and cross-departmental corporate initiatives and projects.

- Uses strong written communication skills to develop high-quality and professional briefing notes,

reports, presentations and other materials.

- Researches, analyzes and evaluates data and other information on engagement, orientation and operations issues drawn from a diverse range of sources.
- Prepares, manages and drafts timely, accurate, concise and complete action requests in response to information or other requests from other branches and divisions.
- Supports the Manager and other team members in ad hoc tasks or special projects by demonstrating leadership, teamwork and agility.
- Tracks and coordinates various reporting and administrative requirements for divisional, departmental and government initiatives, such as hybrid work reporting and SIO staffing requests.

## Problem Solving

Typical problems solved:

This position requires strong project coordination skills and attention to detail to ensure that meetings organized, effective and efficient, and that stakeholders are properly supported. This is also critical as the Coordinator will be occasionally coordinating multiple assignments at the same time.

This position must ensure the accuracy of the content and the quality of the documents produced by the divisions, as they have a direct impact on the information provided to the Deputy Minister, Minister, partner ministries, internal stakeholders, the Premier's Office, and other government officials on key issues for Alberta Infrastructure. This, in turn, can significantly impact the success of the department's programs, projects and operations. This can also impact the department's relationships with external stakeholders, including but not limited to: contractors, subcontractors, consultants, boards, agencies, and construction associations.

Types of guidance available for problem solving:

- Weekly interaction with Manager or Director who provide direction.
- Daily interaction with team members who can provide support and guidance.
- As much of the work occurs regularly throughout the year, the Coordinator can also rely and is encouraged to use past processes/work to guide the approach and determine improvements.
- Various corporate policy resources.

Direct or indirect impacts of decisions:

This position's decisions have a direct impact on the success of the unit and the branch, as well as the committees being supported by the Coordinator's work.

This position's decisions can have an indirect impact on other divisions within the department, and the DMO.

This position's influence on developing concise orientation and employee experience resources has a significant impact on new employees.

## Key Relationships

Major stakeholders and purpose of interactions:

Manager and Director - periodically

Provide direction on specific program and policy areas. Provide surge capacity to branch and ADMO, as required.

Engagement and Operations Team - Daily

Works with team members to coordinate projects, organize meetings, troubleshoot problems, etc.

Other department staff - Daily

Collaboration on specific program and policy areas. Information sharing. Occasional contact with members of committees. Staff orientation. Providing support for resolution of issues.

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Business

Designation

If other, specify:

Other focuses acceptable: Political Science, Social Sciences, Economics, etc.

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

- High degree of political acumen
- Strong written and verbal communication skills
- Group facilitation and/or public speaking experience
- Excellent organizational and time management skills
- Effective relationship-building skills
- Ability to work within short turnaround periods.

## Behavioral Competencies

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"/>	<p>Considers inter-relationships and emerging trends to attain 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>	The Coordinator has knowledge of department and government initiatives relevant to the team's work and understands the connections between them and takes appropriate action/preparation.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	The Coordinator is highly dependent on others to obtain information and complete tasks, so the ability to build relationships and foster strong collaboration is critical. Interpersonal skills, empathy, discretion, friendliness and professionalism will be important in the role.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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>	The Coordinator will be working in a fast-paced environment and occasionally coordinating multiple projects. Change is inevitable and unpredictable, so the ability to quickly adapt, adjust and pivot will be important to success.

Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<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>The Coordinator will be engaged with high priority department initiatives that are important to Executive Team. Success will be measured by the ability to drive for results, innovate, produce high-quality outputs, and complete the work to expectations.</p>
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