

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Relationship Management Specialist

Current Class

Program Services 3

Job Focus

Policy

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

CRSS/Land Titles and Surveys

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Operations & Outreach

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Service Alberta and Red Tape Reduction is a solutions provider. We strive to deliver innovative services to government operations and optimize programs and services for Albertans. Every Service Albertan strives to enable the success of our Ministry partners and Albertans through providing exceptional client focused services that meet and exceed our clients' expectations. We are looking for collaborative, agile, solutions focused individuals with strong communication skills and a strong service orientation.

Reporting to the Manager, Operations & Outreach in the Land Titles and Surveys Branch, the Relationship Specialist is responsible for managing and nurturing positive relationships with stakeholders and partners to achieve program objectives and outcomes. This role will work closely with the Manager of Operations and Outreach and other team members to develop and implement effective engagement strategies, establish collaborative networks, and facilitate communication with internal and external stakeholders. The Relationship Management Specialist will also be responsible for analyzing stakeholder feedback and engagement data, identifying trends, and making recommendations for continuous improvement. This position provides evidence-informed, strategic advice to management, internal and external stakeholders to assist them in supporting Land Titles at all levels through modernization change and transition. The position develops presentations, communications & training materials, and develops, maintains and improves Organizational Change Management (OCM) methodologies, strategies, tools and templates.

Key duties of the incumbent will be varied and may include policy, program, and services analysis, policy development, initiative implementation, organizing and delivering ministry training, and managing multiple strategic projects and high priority initiatives. The incumbent is expected to be agile and to be able to take on new and emerging responsibilities as the role evolves while demonstrating excellent time management skills.

A positive attitude and professional demeanor are key to this position. Maintaining positive and productive working relationships in these dynamic situations is vital to the success in this position.

Responsibilities

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

1. Develop and implement stakeholder engagement strategies:

- Develop and implement strategies to engage with stakeholders and partners to support program objectives. This may involve organizing meetings, events, or webinars to facilitate communication gathering feedback, and building relationships with key stakeholders.
- Develop and deliver communications materials including presentations, briefings and newsletters. They will work with internal and external partners to identify opportunities to promote the program and its activities.
- Will work closely with other team members, as well as external partners and stakeholders, to ensure effective coordination and collaboration. This may include engaging with program staff, other government agencies, community organizations, or private sector partners with special emphasis on supporting the Land Titles Advisory Committee.
- Engage with division staff in a manner that results in positive outcomes to support effective working relationships.

2. Analyze and report stakeholder feedback:

- Responsible for analyzing stakeholder feedback and engagement data, identifying trends, and making recommendations for continuous improvement. They will develop and maintain a system for tracking and reporting on stakeholder engagement activities.
- Conduct various business intelligence activities to support key initiatives, including proactive environmental

scanning and jurisdictional scanning in coordination with other members of the Operations and Outreach team.

–Provide direct research support to the Manager, Director, Executive Director, and other leaders.

4. Leadership Support

–Provide cover-off for senior analysts.

–Provide input and support to program planning and implementation activities, including identifying opportunities for stakeholder engagement, providing input on program design, and ensuring that stakeholder needs and feedback are considered as part of the policy development cycle.

–Provide expert assessment, analysis, and interpretation of issues for mitigation actions.

–Facilitate mentorship with other branch staff and key stakeholders by providing expertise on matters related to research, analysis, and policy development as related to identified priorities.

Problem Solving

Typical problems solved:

Reporting to the Manager, Operations and Outreach, this position is responsible for developing and implementing strategies to effectively engage stakeholders, acknowledging that they may have competing interests and diverse perspectives. Successfully navigating these dynamics is essential to achieving program objectives. The role also involves analyzing stakeholder engagement data to identify gaps or areas for improvement and designing targeted strategies to address these gaps, ensuring continuous enhancement of stakeholder relations and procedural effectiveness

Types of guidance available for problem solving:

Guidance is available from multiple sources: Existing procedures set out in the Land Titles Procedures Manual, legislation and regulations, internal resources for knowledge captured in the Land Titles SharePoint library, internal/external working groups and advisory committees through the stakeholder outreach team, analytical resources supplied by the Systems and Analytics team, the Manager and Director.

Direct or indirect impacts of decisions:

This role is essential to the effective operation of the Land Titles system, directly influencing how policies and procedures are developed through meaningful stakeholder engagement. Because no interest in land can be held without registration at the Land Titles Office, the work done in this role has a direct and far-reaching impact on the public. Ensuring timely, secure, and guaranteed land title registration is a foundational outcome—one that affects nearly every Albertan. By supporting the smooth completion of key life events, such as buying or selling property, this role enhances the reliability and accessibility of the Land Titles Registry. Strong stakeholder engagement not only leads to better-informed decisions and improved program outcomes, but also fosters greater transparency, accountability, and public trust. The Relationship Management Specialist plays a pivotal role in this process by gathering feedback on program design and delivery, identifying opportunities for improvement, and recommending changes to enhance effectiveness. This role may also involve direct interaction with members of the public to collect input, share updates on program initiatives, and provide guidance on how to engage with the system.

Key Relationships

Major stakeholders and purpose of interactions:

Land Titles Analysts, the Law Society of Alberta, Alberta Association of Professional Paralegals, Law Education Society of Alberta, the Alberta Land Surveyors Association, The Real Estate Council of Alberta, the Alberta Real Estate Association, financial institutions, associations and businesses in the agricultural, oil and gas, and construction sectors.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

– University degree in a related field, plus four years of progressively responsible experience in areas
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such as relationship management, project management, or similar. Equivalent combinations of education and experience will be considered (one year of related experience for one year of education).

- Typically requires 3–5 years of hands-on experience in stakeholder engagement, public consultation, community relations, or related relationship management roles.
- Experience facilitating or delivering training is an asset.
- Knowledge of department mandate, including policies, procedures, and legislation and significant understanding of Government of Alberta priorities.
- A broad-based understanding of Government of Alberta statutes.

Skills and Abilities

- Ability to maintain a positive, helpful, and service first attitude in a dynamic, fast-paced, and politically sensitive environment.
- Ability to build and maintain strong relationships with internal and external stakeholders.
- Skilled in active listening, clear communication and adapting messaging to diverse audiences.
- Self-directed with the ability to work independently and collaboratively with others to achieve joint, high quality outputs in a timely fashion.
- Ability to work strategically to simultaneously assist in the management of a wide variety of issues, mobilizing resources and finding innovative solutions to complex issues and problems.
- Highly developed interpersonal skills and the ability to foster trusting and dependable working relationships with stakeholders.
- Strong written and verbal communications skills to clarify, identify, and communicate issues and ideas to others.
- Excellent strategic thinking, analytical skills, and orientation to detail in order to assess complex issues and situations, and propose appropriate solutions and recommendations.
- General awareness and sensitivity to political issues.

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 goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	The Relationship Management Specialist aligns outreach activities with the branch's core values of transparency and collaboration. They forecast how consistent engagement will build trust over time, improve data quality from stakeholders, and reduce resistance to future policy changes.

Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Develops innovative strategies to engage program stakeholders and gather meaningful feedback, ensuring insights directly inform decision-making.</p> <p>Analyzes complex program challenges and recommends practical solutions that balance stakeholder needs with organizational constraints and priorities.</p>
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Responds quickly to emerging program issues, identifying and implementing appropriate changes to program plans and activities.</p> <p>Demonstrates flexibility and adaptability in working with a wide range of stakeholders, modifying communication styles and approaches as needed to achieve desired outcomes.</p>
Drive for Results	○ ● ○ ○ ○	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>The specialists sets clear expectations with internal teams and external partners at the outset of a collaborative initiative. They regularly monitor progress, follow-up on commitments and successful delivery of outcomes.</p>
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>Actively seeks to establish and maintain positive relationships with key stakeholders, including program partners, community organizations, and industry groups to ensure effective collaboration and coordination of program activities.</p> <p>Uses interpersonal skills and communication techniques to cultivate a diverse range of</p>

			professional contacts and resources, and share knowledge and information across teams to promote collaboration and innovation.
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"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Through collaboration with diverse internal and external stakeholders, the Relationship Management Specialist designs and implements strategies to ensure program meets stakeholder needs. This involves actively seeking input, sharing knowledge, and fostering open communication throughout the process.
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	<p>Takes an active interest in the professional growth and development of team members, offering guidance, feedback and coaching to support their learning and career advancement.</p> <p>Seeks out opportunities for their own learning and development, regularly setting personal goals and seeking feedback to improve their performance.</p>

Benchmarks

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

Subsidiary 2 Benchmark Evaluation - 024PS67 - Education Program Coordinator
 Subsidiary 2 Benchmark Evaluation - 023PS68 - Research, Planning and Policy Analyst

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

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature