

Reclassification

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Requested 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:

- As a result of a recent Division functional and organization review, the position's primary focus is now on supervising the team that manages the licensing and training program for Driver Training Schools, Driving Instructors, and Driver Examiners to ensure those regulated areas are sufficiently trained and licensed in alignment with legislation, regulation and policy and to adhere those with the provincial driver licensing program.
- The position has a larger role in consolidating team inputs and developing recommendations and implementing Driver Training and Driver Examination Program polices and processes.
- Support to the Monitoring and Compliance Branch with auditing/investigation and complaint resolution will increase.

Responsibilities Removed:

- Responsibilities of provisioning of driver examinations have been removed.
- Oversight, complaint resolution, auditing and investigation activities have decreased in focus.

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 Team Lead is the operational supervisor for the team that implements the Driver Training and Driver Examination Program (Program). This program is focused on the delivery of training and licensing to Driver Training Schools, Driving Instructors and Driver Examiners in Alberta in compliance with relevant policies, regulations and legislation. This position is considered the provincial subject matter expert for licensing and training of drivers, Driving Instructors, Driver Training Schools and Driver Examiners and is relied on as a key resource for program development, management, and evaluation activities as well as consultation with industry and stakeholders for all aspects of the licensing and training program. The Team Lead integrates the team's inputs and results to inform program planning and reporting.

Responsibilities

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

Team Supervision

- Onboard, develop, and facilitate knowledge transfer and capacity building in new and existing staff, including the development of training plans and materials.
- Conduct regular team and individual meetings with staff to ensure clear communication on relevant information, such as auditing activities, project work, workplace updates, operational concerns, and staff development.
- Implement and monitor, and adjust workflows as needed to optimize achieve operational targets and the Program mandate.
- Contribute to the development of performance agreements with staff.
- Work with management and the Public Service Commission to resolve human resource issues, and to ensure appropriate handling of any human resource concerns.
- Develop, maintain, and deliver training and documented procedures for team members in collaboration with the Manager.
- Guide staff in the resolution of issues, taking the lead for significant and complex issues.

Program Planning and Reporting

- Work with the Manager to develop annual travel plans, and licensing/training targets.
- Recommend licensing and training priorities and review statistical reports for potential priorities.
- Develop Ministerial reports, briefings, and action request responses pertaining to drivers, driver training schools, driving instructors, and driver examination program for submission to the Executive Team and Minister.
- Raise awareness to emerging issues of significance and participate in their resolution.
- Develop and recommend opportunities for improvements and participate in their development and implementation.
- Complete regular quality assurance practices to ensure data and licensing integrity, compliance with required policy and legislation, and consistency across team operations.
- Prepare and compile precise statistical and other operational reports on a regular and ad hoc basis, identifying and resolving issues as appropriate.

Program Development and Monitoring

- Ensure relevant information is entered into systems pertaining to licensing and training of drivers, driver training schools, driver examiners and driving instructors, including the Motor Vehicle Systems (MOVES), WTS, RoadsScholar and Transportation Safety Information System (TSIS).
- Supervise the management of records related to licensing, decisions, and actions taken as a result (e.g., administrative penalties) in accordance with legislation, regulation, policy and procedures.
- Contribute to the development of new processes and systems, including databases, and reference materials, implementing and administering systems on an on-going basis.
- Identify and research emerging trends, issues, and opportunities relating to driver training and testing oversight to

develop and present recommendations for innovation and/improvement.

- Oversee the application and training process when a need for new Driver Examiner and Driving Instructor positions are identified.
- Consult with Ministry, government, and stakeholder representatives to gain their insights to review, revise and enhance standards used by Driver Examiners and Driving Instructors so they remain appropriate, current and responsive.
- Provide content for the development of template letters, template responses, and website content to achieve consistent and effective communication to clients and external stakeholders.
- Develop, implement and evaluate systems and processes to enhance program administration, client services and communication functions associated with unit operations.

Program Delivery

- Facilitate formal and informal training sessions with class sizes ranging from 1 - 30 participants.
- Develop and deliver training, information sessions, and resource services to the Registry Agent Network, driver training and examination industry and other stakeholders for issues related to licensing and training (e.g., Government Commercial Driver Examiner re-certification, special cases).
- Provide back-up support as needed for Learning and Training Specialists to address workflow and operational priority.

Stakeholder Relationships and Communication

- Provide subject-matter-expertise and interpretation of policy and legislation to a diverse range of internal and external stakeholders (e.g., public, industry representatives, other sections and branches).
- Develop and maintain collaborative working relationships with stakeholders, clients and partners.
- Develop and documentation and communication materials to the driver examination and driver training industry stakeholders.
- Develop and lead communications activities pertaining to standards used by the driver examination and driver training industries, including design and delivery of presentations, written materials, and associated training sessions.
- Develop and lead strategies and processes to ensure industry stakeholders are held accountable for applying driver testing and driver training standards in a consistent and appropriate manner, including development and implementation of associated mechanisms.
- Lead operational dissemination, communication and explanation of new revised legislation, regulations and policies to the driver examination and driver training industries and relevant stakeholders.
- Conduct jurisdictional scans and research legislation, policies, legal opinions, and previous cases to determine precedents for issues and liaise with other business areas, including legal, to resolve issues and concerns raised by service providers and stakeholders.

Subject-matter-expertise and Advisory Services

- Research and develop program-level reports on a range of assigned topics.
- Identify recommendations for program level changes and participate in the development and implementation of revisions and improvements.
- Provide subject-matter-expertise to inform policy, process and/or legislative changes.
- Draft responses to ministerial action requests, as required.
- Lead and participate in committees, working groups, presentations and conferences related to driver training and driver examination, and follow ups with ministry leadership to ensure awareness of stakeholder and partner perspectives.
- Support, as needed, other areas in the ministry through activities, such as the Monitoring and Compliance Branch to support compliance auditing/investigation and monitoring, commercial examinations.

Problem Solving

Typical problems solved:

- The Team Lead is challenged to balance interests and perspectives of multiple stakeholders with the section mandate of ensuring compliance to legislations, regulations, and standards related to the Program. The Team Lead must balance more immediate operational issues with the broader Section mandate and longer-term goals,

and proactively anticipate and plan for licensing and training program development and management requirements. Overdue licences or those of higher risk stakeholders are identified and prioritized to be addressed by the team. Data related to new or novel situations must be tracked to inform training and documented procedures for the team.

- As the provincial subject matter expert for licensing and training of drivers, Driving Instructors, Driver Training Schools and Driver Examiners, the Team Lead is relied on as a key resource for program development, management, and evaluation activities.
- Supervision of the team is challenged by the frequent need for Learning and Training Specialists to travel across Alberta. The Team Lead must foster program integrity and application of licencing and examination rigour and consistency and fairness of decisions made by the team in compliance to policy and legislation.

Types of guidance available for problem solving:

Guidance for problem solving includes direction from management, as well as from existing legislation, policy, standards, and business plans. Professional knowledge, experience and precedent also inform problem-solving. Attention to detail, critical thinking, communication, and influence skills are all routinely applied to deal with the complexities of this position. For more complex issues the Team Lead assesses the issue from different perspectives and considers the long-and short-term impacts of various options before recommending a path forward. Solutions might require the creation or reorganization of information, or clarification of existing requirements.

As the supervisor, guidance and support are provided to all team staff to aid their problem-solving.

This position also works within the parameters of established GoA human resources frameworks, and Branch and Section plans and priorities. Within this framework, the Team Lead has discretion and independence to determine and adjust workload priorities, assignments, and how responsibilities are performed.

Direct or indirect impacts of decisions:

The work of this position impacts:

- team planning, operations, and performance through daily team supervision.
- the licensing of Driver Training Schools, Driving Instructors, Driver Examiners through delivery of the Driver Training and Driver Examination Program; these roles are essential to Albertans having all types driving licences for their work and personal lives. Licensing and training also impact the safe and efficient movement of people and goods on Alberta roadways.
- communication and consultation on multiple topics with industry stakeholders so that their perspectives are integrated into program plans, and their actions and behaviours adapt to changing standards, policy and legislation.
- ongoing development and evolution of Program improvements, policy and legislation through the provision of subject-matter expertise.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Team - supervise the team daily
- Manager - participate in Section priority planning and reporting; provide advice and research and develop reports; identify emerging issues of significance and implement solutions
- Other division units - provide subject-matter expertise on a range of Program topics, standards, policy and legislation; collaborate on common/related initiatives
- Cross Ministry working groups - provide subject matter expertise and advise on licensing and training; collaborate on common/related initiatives

External

- Driver Training Schools, Driving Instructors, Special Delivery Agents and Driver Examiners - provide Program

communications; interpret policy and legislation as needed; provide advice, resolve issues; maintain ongoing effective working relationships

- Other jurisdictions - research leading practices and similar programs; share information regarding Alberta's programs and policies; support the Manager's and Director's involvement on cross-jurisdictional committees

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:

related field (e.g., Arts, Business)

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

Education and Experience

- Bachelor's degree in related field (e.g., Arts)
- At least four years related experience in the field of driver training and licensing. Education and experience equivalencies will be considered.
- Commercial Class 1, 2, or 3 driver's licence, a driver examiner licence, or driving instructor licence or eligible to be licenced
- A valid driver's licence and own transportation is a required.
- Ability to travel extensively across the province to deliver program priorities and supervise staff who are located throughout the province is a necessity.

Technical Competencies, certification and/or training

- In-depth knowledge and understanding of the driver licensing, driver training and driver examination administration, legislation, regulation, business policies and procedures, user manuals and training materials.
- Sound supervisory skills and people management (e.g., recruitment, performance management, project staff management, conflict resolution), which result in respectful relationships with employees and strong team performance.
- Ability to travel extensively across the province to deliver program priorities and supervise staff who are located throughout the province is a necessity.
- In-depth knowledge of legislation such as the *Traffic Safety Act* and related regulations, including the Operator Licensing and Vehicle Control Regulation and Driver Training and Driver Examination Regulation, *Government Organization Act*, *Freedom of Information*, *Release of Information Act*, as well as guidelines established by Government.
- In-depth knowledge of the Driver Training and Driver Examination Program priorities and policies and how the program fits within the broader framework of traffic safety in Alberta.
- Knowledge of an ability to apply theory and approaches for program development, evaluation, and continuous improvement.
- Negotiation and conflict resolution skills, including ability to deal effectively with complex situations and difficult clients.
- Ability to balance commitment to client service within a regulatory mandate of the driver training and driver examination program.
- Function independently as well as lead and contribute effectively within a team environment.
- Demonstrate initiative, professional judgement, creativity, and flexibility.
- Highly developed training and facilitation skills, not only for the formal instructor and examiner training, but also to guide licensees to ensure policies and procedures are being upheld.
- Highly developed organizational and time management skills, including the ability to manage multiple responsibilities within a dynamic environment with heavy caseloads.
- Highly developed written and verbal communication skills, including the ability to develop and deliver recommendations to management and deal effectively with a broad range of stakeholders.

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"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Stays abreast of, and champions improvements in processes and standards to meet changing needs of industry, stakeholders and the Alberta public. Fosters innovation and prevents stagnation of processes for training and licensing.</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>Shares knowledge and experiences to improve operations, communication and collaboration across the team and with other stakeholders. Encourages diverse perspectives for shared problem solving for continually changing work and environment.</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> <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>Initiates staff meetings, knowledge sharing, proactive conflict negotiation and resolution, and collaboration. Encourages the team to think broadly about the broader impact of their decisions while maintaining compliance with policy and legislation.</p>

<p>Drive for Results</p>	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • 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 	<p>Effectively works with different groups to influence action and behaviour in line with policy and regulations; leads the provision of industry communication updates and addresses industry concerns to ensure results are meeting diverse needs.</p> <p>Drives continual team performance improvement and initiates improvements and innovation of processes to meet emerging needs in changing environment.</p>
<p>Develop Self and Others</p>	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	<p>Develops and builds competence among reporting staff and supports their professional development through cross-training initiatives and providing challenging assignments etc.</p>

Benchmarks

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