

## 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:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

Under the general direction of the Executive Advisor (EA) to the Assistant Deputy Minister (ADM) of the Economic Strategy division; the Priority Issues Coordinator provides leadership and serves as the main contact for the coordination and review of requests flowing through the ADM's office (ADMO), including establishing and ensuring deadlines and other requirements are met. The Issues Coordinator leads, coordinates, and contributes to complex projects led out of the

ADMO that have policy or program implications .

This position coordinates, reviews and facilitates all correspondence and briefings for the Minister, Deputy Minister, and ADM; ensuring that the messages and information is accurate, responsive, and in line with all other departmental communications (both internal and external) and expressed in a clear and concise manner for the intended audience. A key component of this position is to ensure stylistic and structural consistency of all ARs assigned to the division.

Working closely with the EA and senior division leaders, the incumbent fosters a smooth flow of information within the ADMO, the division, and between the ADMO, external stakeholders, Ministerial Correspondence Unit, Deputy Minister's Office and the Minister's office. The incumbent plays a key role to establish, implement, and monitor effective communication processes and information management systems to ensure the EA is briefed on all relevant developments and emerging issues, and that those issues are communicated to affected program areas. The incumbent assesses issues to determine their nature and priority, researches and coordinates supporting information, and takes appropriate action to deal with all issues in a timely, accurate and coordinated manner. The day-to-day activities of the incumbent are purposefully fluid to be able to react to the most current and pressing issues that arise in the division, department, and/or in Alberta generally.

The incumbent operates within a framework that includes the division, other divisions in the ministry; including the communications branch, Deputy Minister's office and Minister's office. Communication and coordination within this framework is crucial to the incumbent's ability to help the ADM and Ministry achieve their goals.

As a key contact in the ADM office for issues related to action requests, a high degree of time management skills, along with strong political acumen is crucial in meeting the needs of the division and ministry. This position operates in an environment that is both highly political and technically based. A solid understanding of the division and ministry priorities and/or goals are imperative.

## Responsibilities

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

### Support Policy Development:

- Manage special projects and participate in various division initiatives as required by the Executive Advisor to support policy priorities.

### Policy Research and Administration:

- Identify emerging trends and recognize current issues.
- Support the general public with questions related to programming and applications.
- Provide and explanation and interpretation of policies as required.

### Stakeholder Engagement:

- Work closely with the Issue Manager to ensure all divisional communication is consistent with government messaging.
- Coordinate contributions from senior staff members to include in weekly Deputy Minister Communique and bi-weekly report for Executive Council.
- Liaise with the Ministerial Correspondence Unit (MCU), DMO, and ADMO to coordinate collaborative responses and reroute requests
- Respond to inquires from department staff, including trouble-shooting the Action Requests Tracking System (ARTS) and other general inquires.
- Maintain awareness of content matter experts within the division and consult as required.

### Support for Briefing Notes:

- Review, edit, and provide suggestions on department and ministerial briefings, action requests, correspondence, and other documents to ensure consistency with department policies and enhance format, grammar, and content to meet all requirements.
- Edit all materials to ensure clarity, accuracy and relevance.
- Coordinate all ARTS processes and Action Requests for the division and route incoming requests to the appropriate branch or unit within the division based on review of context and content.
- Renegotiate commitments or deadlines as circumstances dictate, keeping ADMO/DMO/MCU informed of expected completion.

### **Support for Unit Administration:**

- Provide ARTS advice and training to ensure division staff are capable of meeting goals and deadlines as required.
- Coordinate all file management processes and storage by maintaining and developing a secure file location; maintain/review access permissions, provide recommendations on file management improvements including platform options.
- Consistently look for ways to reduce red tape, administrative burden and document errors (i.e., version control, document and file sharing options).
- Develop a basic understanding of the divisions HR sub-committee functions, processes, budget, and finance operations to support other ADMO staff, as required.
- Support budget-related activities for the ADMO including input to budget preparation, forecasting expenses, tracking expenditures, and preparing variance reports, as required.
- Support ADMO staff by ensuring coordination of ADM's schedule, that administrative functions are completed efficiently and effectively, and that background and research materials are prepared in a timely manner.

### **Problem Solving**

Typical problems solved:

This position is responsible for working closely with and gathering required information from other members within the division.

Challenge: Route actions requests to the appropriate staff members for timely completion.

Mitigation: Build relationships with staff members and understand roles, responsibilities, and expertise to ensure that requests are routed to the appropriate individual. Must be aware of content experts in each branch to support proper allocation of ARs.

Challenge: All documents, materials, and briefings must conform to specific requirements.

Mitigation: Ensure a strong understanding of GoA and department policies, procedures, and guidelines, particularly those pertaining to the offices of senior government representatives and officials as well as the senior members of the Agencies, Boards, and Commissions for which JET is responsible.

Challenge: Support and lead multiple projects with conflicting deadlines.

Mitigation: Display strong time-management skills and proactively identify concerns, issues, and potential solutions.

Types of guidance available for problem solving:

The Priority Issue Coordinator will be in regular communication with the Executive Advisor and ADM who will provide guidance, support, and opportunities for growth and development. It is expected that this position will take initiative to explore potential solutions and provide recommendations on ways to address problems.

Direct or indirect impacts of decisions:

The decisions made by the Priority Issue Coordinator has a direct impact on the credibility of the ADM, the ADMO, and the whole division.

### **Key Relationships**

Major stakeholders and purpose of interactions:

This position will maintain working relationships and be in contact with a diverse range of individuals including:

- MCU: To ensure that Action Requests are delivered on time and in a satisfactory manner, or to negotiate timeline extensions.
- ADMOs: To ensure that Action Requests are assigned to the right division and coordinate cross-divisional input.
- Executive Advisor: To ensure that Action Requests are delivered to the ADMO on-time, ensure context for issues is understood.

- Executive Directors, Directors, Managers and Program Staff: To answer general questions and follow up on timelines. Provides training as required on IGX and file management.

- Administrative Staff: To provide guidance and assistance with the explanation and interpretation of policies.

- Internal and external stakeholders: To provide routine information in regards to department programs and answer questions as required.

**Required Education, Experience and Technical Competencies**

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

If other, specify:  
**Disciplines such as business, economics, public administration, economic development**

Job-specific experience, technical competencies, certification and/or training:  
 This position relies on a strong understanding of government and the political environment, including the policy cycle, decision-making processes, and communication processes.

Demonstrated skills in the area of project management/coordination as well as excellent written and verbal communication skills are required for this position.

**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                     |  |   |
| 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: <ul style="list-style-type: none"> <li>Engages perspective to seek root causes</li> <li>Finds ways to improve complex systems</li> <li>Employs resources from other areas to solve problems</li> <li>Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul> | This position is expected to independently execute projects that support the ADMO and economic policy priorities, which are multi-faceted and may not have precedents. The incumbent should resolve issues or recommend a proposed path for resolution. |
| 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: <ul style="list-style-type: none"> <li>Identifies alternative approaches and supports others to do the same</li> <li>Proactively explains impact of changes</li> <li>Anticipates and mitigates emotions of others</li> <li>Anticipates obstacles and stays focused on goals</li> </ul>                          | This position works in a sensitive environment with time pressing circumstances. Circumstances can change quickly and the incumbent must be able to adapt and adjust accordingly.   |

|                                  |  |   |   |
|----------------------------------|--|---|---|
|                                  |  | <ul style="list-style-type: none"> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</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 talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul> | <p>This position collaborates across the ESI Division and proactively addresses conflict.</p>   |
| Drive for Results                | <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"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>  | <p>This position is expected to proactively build awareness of departmental and provisional trends and issues as well as work with various stakeholders to achieve division objectives.</p>   |
| 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>In addition to discrete projects, finance and human resource related issues, activities and tasks must be completed in a timely manner; the incumbent is expected to proactively build awareness of departmental/provincial trends and issues.</p> |

**Benchmarks**

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

Senior Issues Coordinator, JET (53447)

**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.

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