

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

The Carrier Compliance team monitors commercial carriers that operate in Alberta. The team administers the Compliance Program and ensures that carriers comply with National Safety Code (NSC) Standards and regulatory requirements. Commercial carrier compliance is assessed through conducting facility audits in accordance with NSC Standard 15 and under the authority of the *Motor Vehicle Transport Act* and Alberta's *Traffic Safety Act*. Audit results affect carriers' safety rating and must be conducted in a fair and comprehensive manner that ensures road safety.

Alberta takes a different approach to conducting audits by contracting third-party auditors to undertake audit assignments on behalf of Transportation and Economic Corridors (TEC). This makes Alberta unique in its approach to monitoring and evaluating commercial carriers that operate within Alberta. Alberta's Third-Party Auditor (TPA) program was created to fulfill the objective of carrier auditing by certifying and training individuals to conduct audits. The TPA program is touted as a one of its kind model in Canada that allows for scalability and ensures compliance across a wide spectrum of commercial carriers in Alberta.

The commercial carrier industry is evolving and Alberta needs to adapt its programs and processes to meet the growing landscape. TEC is modernizing programs, technologies, and the system as a whole to create efficiencies and ensure effective program delivery. Against this backdrop, the TPA program is being modernized to enhance consistency, robustness, fairness, and strong oversight. The Transportation Compliance Administrator is the lead for program modernization efforts and will administer the auditing program.

This position is considered a subject matter expert on regulatory and operational requirements and is relied upon as a key resource for program development, management, and evaluation activities as well as consultation with industry and stakeholders. The Transportation Compliance Administrator integrates inputs and results from the program review to inform program planning and design. The position also prepares briefing notes and other decision-making material for program related decisions.

Responsibilities

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

1. Support the development and delivery of the audit program.

Activities include:

Review program recommendations and develop a project plan/charter to support implementation efforts.

- Prepare briefing materials to obtain decision and direction from leadership.
- Support procurement activities including request for proposals, vendor contract management, etc.
- Create new and update program materials to support effective delivery of the audit program and provide overall support in administering the program.
- Complete regular quality assurance practices to ensure data and decision integrity, compliance with required policy and legislation, and consistency across team operations.

2. Ensure a proactive approach on enhancing the audit program through education and awareness activities.

Activities include:

- Provide advice, education, research, analysis and interpretation of legislation, regulations and policy to the overall carrier industry, auditors, public, and other government agencies.
- Provide advice to department staff on improving safety awareness among carrier staff and the public. Consult and advise carriers on compliance with all applicable provincial and federal legislation and industry "Best Practices".
- Serve as a primary contact for all audit-related and compliance questions.
- Provide technical advice and information assistance to the general public, industry and other government agencies regarding transportation legislation and best practices.
- Administer, prepare and deliver information and training sessions and seminars for the public, industry,

contractors, and other governmental departments on relevant legislative, safety codes and best practices.

3. Program Analysis and Implementation

Activities include:

- Work with the Manager to develop operational targets and priorities.
- Develop reports, briefings, and action request responses pertaining to any element of the program, or the consolidated program, for submission to the Executive Team and Minister.
- Identify strategic outcomes and client benefits through innovation and enhancement of program delivery that effectively promote compliance.
- Raise awareness to emerging issues of significance and participate in their resolution.
- Prepare and compile standard and ad hoc statistical and other operational reports, and conducting compliance activities.

4. Support the administration of the Compliance Program

Activities include:

- Develop and recommend opportunities for program-level and day-to-day operational improvements and lead their development and implementation.
- Contribute to the development and updates to information management and technology systems, guiding the team through any changes as needed.
- Identify and research emerging trends, issues, and opportunities to develop and present recommendations for program innovation and/improvement and support the monitoring of carriers.
- Engage Ministry, government, and stakeholder representatives to gain their insights to review, revise and enhance policies and processes so they remain appropriate, current and responsive.
- Provide content for the development of letters, template responses, and website content to achieve consistent and effective communication to clients and external stakeholders.

5. Maintain relationships with enforcement agencies, carrier industry stakeholders, internal departments/ stakeholders.

Activities include:

- Establish and maintain liaison with network of enforcement agencies and, if required, participate in multi-agency investigative efforts.
- Provide consultation, information and expertise relating to the carrier-related programs with other law enforcement agencies as well as federal and provincial government departments involved in the enforcement of transportation legislation or other safety related legislation.
- Aid other law enforcement agencies, as necessary, such as the United States Federal Motor Carrier Safety Administration, RCMP, Municipal Police Services, and Commercial Vehicle Enforcement.
- Provide consultation, information and expertise relating to carrier-related programs with internal departments/ stakeholders as well as federal and provincial government departments involved in the enforcement of transportation legislation or other safety related legislation.

Problem Solving

Typical problems solved:

The Transportation Compliance Administrator plays a critical role in ensuring the integrity and effectiveness of the audit and compliance programs. This includes:

- Applying strong interpersonal analysis and conflict resolution strategies to safeguard the personal safety of all parties involved throughout the compliance process. Evaluating whether carriers or individuals have fulfilled their due diligence and met applicable regulatory requirements. This involves a comprehensive review of actions taken, identifying any omissions or improperly executed steps.
- Determining appropriate corrective measures or sanctions in alignment with legislation and the department's Intervention and Disciplinary Policy.
- Serving as the subject matter expert for compliance, the Administrator is a key resource in program development, expansion, management, and evaluation initiatives.
- Fostering program integrity, rigour, and consistency in decision-making, while ensuring fairness and adherence to policy and legislative frameworks.

The position must:

- Demonstrate strong program development skills aligned with legislative, regulatory, and policy requirements, as well as departmental priorities.
- Exhibit excellent organizational and time management skills, with the ability to adapt to shifting priorities and perform effectively in a dynamic environment.
- Consider broader impacts, interdependencies, and emerging trends when providing analysis and recommendations for programs and policies.
- Apply strong interpersonal and communication skills to build collaborative relationships and foster effective stakeholder engagement.
- Leverage creativity and collaboration to develop and recommend innovative, practical solutions to senior leadership and external partners.
- Operate with a high degree of independence and self-motivation, requiring minimal direction to achieve results.
- Apply project management principles, tools, and practices to plan, coordinate, and deliver key initiatives.
- Produce high-quality, timely deliverables and reports tailored to support informed decision-making.

Types of guidance available for problem solving:

The types of guidance available for day-to-day job duties include:

- Legislation, regulation, policies, and procedures.
- Historical documents and records.
- Regular conversations with Manager and other department staff with subject matter expertise.
- Assignments require extensive application of knowledge and experience to develop solutions to problems.

Direct or indirect impacts of decisions:

The Transportation Compliance Administrator is entrusted with safeguarding the integrity of Alberta's transportation compliance and audit framework. Operating within a complex regulatory environment, this role demands analytical precision, strategic decision-making, and collaborative engagement.

Direct Impacts

- Sanctions affecting Safety Fitness Rating: This is a direct consequence of decisions made by the Transportation Compliance Administrator.
- Program integrity through Auditor oversight: Reviewing reports and monitoring compliance directly influences the quality and consistency of the audit program.
- Client operational continuity: Ensuring minimal disruption is a direct impact of how decisions are made and implemented.

Indirect Impacts

- Stakeholder behavior adaptation: By consulting with industry, the Administrator influences long-term compliance culture and responsiveness to policy changes.
- Public perception and trust: Changes to Safety Fitness Ratings and program integrity indirectly affect how carriers and the public view the department's fairness and effectiveness.
- Policy evolution: Decisions and insights from this role feed into broader program development and legislative refinement.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Manager: participate in Section priority planning and reporting; provide advice and research and develop reports; identify emerging issues of significance and implement solutions; act on behalf of the Manager when needed.
- 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.

- Other department units:
 - Dangerous Goods - client/carrier information, transportation incidents, payment tracking and processing.
 - Vehicle Safety - CVIP inspections, CVIP stations, permits exemptions, payment tracking and processing etc.).
 - Driver Compliance & Monitoring - license status, Class 1, 2, 3, 4, driving school information.
 - Prorate Services - for client information, cancellation of plates.
 - Central Permit Office - issuance of permits that pertain to specific vehicle configurations, clarification of permit information when Branch is conducting related investigations.
 - Other departments (e.g., Public Safety and emergency Services (Commercial Vehicle Enforcement) - Liaise with Transport Officers regarding on-road enforcement activities including violation tickets, CVSA inspections, other documented violations, collisions and incident reports.

External

- Contractors, clients, partners, and stakeholders across Canada: discuss specific issues, exchange information and promote specific initiatives or to follow-up a previous action to ensure that concerns are dealt with according to Department standards and policies.
- Regulated Entities: to discuss the requirements of the National Safety Code Program and compliance information/requirements.
- Transport Canada: supplying relevant carrier audit information.
- Various other jurisdictions: transportation regulatory requirements and related client information.
- AMTA: liaise and collaborate on the TPA Program.

Required Education, Experience and Technical Competencies

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

If other, specify:

Law Enforcement

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

Education & Experience

- Minimum 4-year degree plus 2 years of experience in enforcement, regulatory, or administrative justice roles OR
- 6 years of experience in enforcement, regulatory, or administrative justice roles
- Diploma in law enforcement or a related discipline (e.g., criminology, criminal justice) with a focus on investigative, regulatory, and enforcement practices.
- Class 5 or better (asset) Alberta operator's license.

Legislative & Regulatory Knowledge

- Ability to interpret and apply relevant legislation, including:
 - Federal: Motor Vehicle Transport Act (1987), Commercial Vehicle Driver's Hours of Service Regulations, Criminal Code of Canada
 - Provincial: Traffic Safety Act and its 24 regulations and the Dangerous Goods Transportation and Handling Act
 - National Standards: National Safety Code (NSC)
 - Other Codes: Occupational Health and Safety Act, Employment Standards Code
- Have a good working knowledge with CVSA North American Standard Inspection (NASI) procedures and ability to assess carrier programs for compliance and best practices.

Foundational Competencies

- Strong understanding of public safety theories and principles
- Extensive knowledge of inspection, investigation, and auditing procedures
- Broad understanding of the transportation industry and related sectors
- Sound grasp of departmental safety programs, compliance policies, and administrative procedures

Leadership & Communication

- Proven ability to:

- Lead working groups and collaborate in team environments
 - Build and maintain professional relationships and networks
 - Communicate department policy and provide guidance to stakeholders, agencies, and the public
 - Strong interpersonal, interviewing, and conflict resolution skills
 - Effective verbal and written communication for stakeholder engagement
- Operational & Analytical Skills**
- Ability to:
 - Work independently with minimal supervision
 - Operate in diverse physical, social, and geographic environments, including adverse weather conditions
 - Manage stress, solve problems, and make decisions under pressure
 - Organize and prioritize workload to meet timelines and ensure due process
 - Analyze complex situations and recommend appropriate actions
- Technical Proficiency**
- Proficient in:
 - Word processing, database management, and spreadsheet software
 - Departmental mainframe data systems
 - Systems used by other agencies, including Alberta Registries, Corporate Registries, and Alberta Justice

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>Carriers may have complex operational and corporate structures which require careful navigation.</p> <p>A review or an investigations findings may have far-reaching implications on a carriers ability to conduct their business in the manner they are accustomed to.</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>Identifies when solutions require innovation and creative thinking in resolving any issues that clients may face.</p> <p>Constantly looks for ways to improve the processes used to complete work efficiently and with the least impact on the client. Collaborates with others to determine what works and what not works and thinks "outside the box".</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"> • 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>Sets goals and priorities to deliver outcomes consistent with department mandates. Identifies and works with other areas to remove barriers across the organization.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>The TCA is a point-of-contact for law enforcement and industry stakeholder inquiries. These inquiries range from assistance to police/highway patrol to providing subject matter expertise to carriers experiencing difficulties applying or understanding the Regulations.</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>Legal and regulatory environments are often changing to adapt to changing industry and client needs. Identifying and managing change while mitigating risks within the carrier monitoring and audit program and all stakeholder correspondence.</p>

Benchmarks

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