

Working Title Group Lead		Name	
Position Number	Reports to Position No., Class & Level	Ministry Treasury Board and Finance	
Cost Center Program Code		Requested Classification	
Project Code (if applicable)			

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

This supervisory position performs similar functions to Group Leads in other work units of Tax and Revenue Administration that are responsible for administering tax programs. The main responsibilities are as follows:

- Performs a leadership role in facilitating the administration and operations of a processing group.
- Facilitates communication of group activities, performance measurement and process recommendations within the group and to management.
- Assist in maintaining the processing capability of the group.
- Supervises tax administration and Employment Standards collection processes in accordance with legislation, policies and procedures resulting in fair and equitable treatment for taxpayers/debtors and stakeholders.
- Participates in staff development activities and performance management activities to ensure a high calibre service is delivered to taxpayers/debtors and stakeholders and that the group is able to respond to changing needs.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Leads, Develops and Supervises Staff

- Assist in the day-to-day planning, operation, reporting and control of the processes assigned to the group.
- Supervise group staff and review the group's recommendations.
- Provide first level problem resolution for the group.
- Develop succession plans and learning and development plans for direct reports.
- Coaches and mentors staff including facilitating and providing training/development to group members.
- Encourages and demonstrates teamwork principles within the group.

Program/Process Management

- Oversee the day-to-day administration of programs and processes in accordance with relevant Federal and Provincial legislation and TRA policies and procedures.
- Assists in the management of process risk.
- Assist group in setting and achieving production targets.
- Participate in resource planning and may participate in the hiring process.
- Oversees quality review function for the group.

Performance Management

- Work with group members to draft, define individual and group performance contracts and evaluations.
- Completes performance agreements for direct reports including conducting semi-annual reviews.
- Reviews all performance agreements and learning plans for delegated staff quarterly.
- Work with groups to establish performance targets and statistical reporting.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Client Service and Innovation

- Provide first level liaison with external taxpayers/debtors and stakeholders.
- Provide process and policy advice.
- Recommend amendments to existing policies, procedures, legislation and regulations.
- Ensure functional consistency across process groups.
- As required liaises/communicates with other Group Leads and Managers within Collections and Recoveries.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This Group Lead operates within a relatively well defined area of tax program administration and is guided by a variety of Federal and Provincial legislation as well as TRA and GOA policies and procedures.

Knowledge of all relevant legislation that affects collection and compliance functions used for administration of the Corporate Income Tax and the Commodity Tax Programs and the post judgment collection services to Alberta employees including, but not limited to, the Alberta Corporate Tax Act, the Federal Income Tax Act, the Employment Standards Code and Regulation, the Fuel Tax Act, the Tobacco Tax Act, the Tourism Levy Act, the Civil Enforcement Act, the Federal Bankruptcy and Insolvency Act, the Crown's Right of Recovery Act/Hospitals Act and the Freedom of Information and Personal Privacy Act.

Uses sound judgement in determining how to apply legislation and provides processing advice to group members. Leads group on an ongoing/project basis. May be assigned to projects outside functional area within other areas of Collections and Recoveries as required.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- University degree plus 4 years progressively responsible related experience in a collections environment; or equivalent education/experience as described below:
 - 1 year of education for 1 year of directly related experience; or
 - 1 year directly related experience for 1 year of education.

Strong communication (written and verbal) and analytical skills are necessary. Demonstrated experience interpreting and applying provincial and federal legislation is essential. Also important are demonstrated skills in collaboration, data analysis, team building, client relations, and computer skills (Word, Excel, PowerPoint).

Supervisory experience is an asset.

CONTACTS: The main contacts of this position and the purpose of those contacts.

Internal		
Business Integration & Engagement Systems Vendors (eg. CGI)	Weekly - Monthly Monthly	Systems Development Projects and maintenance of IT systems
Tax Services	Monthly	Technical Interpretations, objections and appeals and updates to publications
Employment Standards Program Services (Jobs, Economy, Trade and Immigration)	Weekly - Monthly	Regular meetings and informal communication to share updates, align efforts, and discuss outcomes.
Collections & Recoveries Branch and various Government of Alberta Ministries	Weekly - Monthly	Liaise with internal teams to support enforcement processes, promote effective collaboration, and help resolve related issues and concerns.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

This position directly supervises team members in any of the following classifications:

- Senior Compliance Officers and Collections Officers (Program Services 3)
- Intermediate Compliance Officers (Program Services 2)
- Compliance Officers (Finance 1 / Program Services 1)

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the Senior Manager, Director and Executive Director have read, discussed and agreed that the information accurately reflects the work assigned.