

Update

Ministry

Forestry and Parks

Describe: Basic Job Details**Position**

Position ID

[REDACTED]

Position Name (30 characters)

Senior Revenue Analyst

Current Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

[REDACTED]

Cost Centre

[REDACTED]

Program Code: (enter if required)

[REDACTED]

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Lands Division, Lands Delivery & Coordination North

 Current organizational chart attached?

Supervisor's Position ID

[REDACTED]

Supervisor's Position Name (30 characters)

[REDACTED]

Supervisor's Current Class

Senior Manager (Zone 1)

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

2024-11-18

Responsibilities Added:

Essentially identical responsibilities, focus shifted to program revenue under the *Public Lands Act* and *Provincial Parks Act*, with position employed within Lands Operations Division, Forestry & Parks.

Responsibilities Removed:

The Senior Revenue Analyst is responsible for supervising three Legal Administrators (LA1/3) and oversees the effective delivery of revenue operations. The position is the department's lead subject matter expert on revenue and debt with respect to disposition issuance and administration; land sales; the determination of correct disposition fees, rents and royalties; and collection, reconciliation and reporting of public lands sale revenue, and Crown lands disposition and authorization rent, royalty and fee revenue. Public land sales contribute approximately \$3M to \$10M per year to the Land Stewardship Fund; disposition and authorizations contribute between \$90 million and \$100 million to GRF per year; and additional charges overseen by this position include Timber Damage Assessment (Forests Act), Trappers Compensation (Wildlife Act) and the Mapping Fee which supports public access to mapping information on Crown lands rights and interests via the Alberta Data Partnerships contract.

The Senior Revenue Analyst will also:

- Oversee revenue team priorities, manage workflow, and train new legal administrators. Collaborate with the Senior Manager to provide revenue team support for broader program and divisional objectives.
- Lead revenue team verification efforts to ensure that financial data supporting annual reporting, Public Accounts and OAG audits are accurate.
- Direct revenue team technical and advisory expertise pertaining to GLIMPS and CARS2, including user permission level auditing and maintenance; business rule clarification; performance monitoring; and user acceptance testing on change requests.
- Lead issue identification and briefing material drafting efforts that support fees policy development on Public Lands, and oversee the development and maintenance of standard operating procedures to improve the integrity, efficiency, and sustainability of revenue operations.
- Lead revenue team engagement with FP Finance to assist in annual Office of the Auditor General (OAG) investigations and ongoing financial reporting activities, including support for public lands revenue forecasting.
- Authorize refunds as supported by the GoA Expenditure Officer policy.

Job Purpose and Organizational Context

Why the job exists:

Public Lands Disposition Management ("PLDM") serves the Lands Regulatory Program in Lands Operations Division, providing front-line client-facing service to users of Crown land, including processing applications for and ongoing administration of dispositions, permits, licences and authorizations; charges rent, fees and royalties (surface materials) on all Crown lands dispositions including all public lands dispositions including those regulated by the AER; and all Parks dispositions. It also supports charging administrative penalties, and pursues collection on aged accounts receivable, and supports resolving Crown debts owed in bankruptcies and insolvencies. The section provides internally facing monitoring, reporting and oversight of disposition administration, maintenance and revenue operations.

Reporting to the Senior Manager of Crown Title Revenue & Closure (the "Senior Manager"), the Senior Revenue Analyst leads the overall delivery of revenue operations, directs Legal Administrator priorities and workflow, collaborates with the Senior Manager to support broader Section priorities, and maintains professional relationships with a broad range of internal and external stakeholders to resolve complex problems. The Senior Revenue Analyst's advanced stakeholder relations capabilities and expertise in revenue operations support the implementation of the GLIMPS system, CARS2, 1GX, and the Lands Digital Roadmap (development of replacement IT systems), and the verification of data reported to Committee of Supply, Public Accounts and the OAG. The Senior Revenue Analyst solves complex problems that require a robust understanding of Alberta's Crown lands fees, rents and surface material royalties, and supporting legislation and regulation.

Additionally, the Senior Revenue Analyst is responsible for:

- Supervising three Legal Administrators, providing training on an ongoing basis, and supporting performance management and professional development activities.
- Leading the analysis of lands revenue, including the development and maintenance of lands revenue procedures related to daily administration of charges, accounts receivable, and collections, and the accuracy of revenue forecasts and reports.
- Upholding the integrity of financial data within GLIMPS and CARS2, which provide integral information for revenue reporting, forecasts and collections.
- Clarifying and interpreting acts, regulations, and departmental policies/directives and identifying opportunities for policy modernization or improvement.
- Ensuring the accuracy of all external stakeholder charges and invoicing for applications, occupation and extraction (surface materials) on Crown land. This includes overseeing the tracking and calculation of interest and penalties, refunds, transfers between accounts, statement of account balances, security deposits, annual assessment charges, accruals and collection of underpaid accounts for Crown dues.
- A working knowledge of the preparation and issuance of certain dispositions, permits, licences and authorizations to support strong collaboration with interdependent work areas.
- Coordinating with divisional personnel as well as PLDM staff to ensure accurate assessment, charge and collection of fees, rents and royalties within the existing regulatory framework and relevant approved

dispositions, permits, licences and authorizations.

- Responding to inquiries from internal and external stakeholders and ensuring that charges are managed within a policy, administrative, and regulatory framework.
- Applying appropriate research methodologies to collect and analyze sensitive and/or confidential data.
- Leading change management processes to assist in defining business needs and solutions.
- Collaborating with other PLDM sections, Lands Operations Division, Parks Operations Division, Technology and Innovation and Service Alberta to identify issues resulting in revenue impacts and developing solutions.
- Collaborating with management and stakeholders internal and external to government for the development of test plans and conducting user acceptance testing of solutions as well as providing clarification of business rules during development and monitoring performance after solutions are implemented into a production environment.
- Compiling and synthesizing diverse and varied inputs; developing new approaches that are responsive to changing financial circumstances; and continually monitoring and refining processes.

Responsibilities

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

1. Supervise revenue collection, reconciliation, reporting, and tracking activities and support the implementation and improvement of underlying support systems.

- Direct Legal Administrator priorities, training, and workflow. Collaborate with the Senior Manager to support broader Section priorities and objectives.
- Lead engagement with corporate Finance to assist in annual Office of the Auditor General ("OAG") investigations and ongoing financial reporting activities, including support for timber dues revenue forecasting.
- Supervise verification of revenue-related data supporting revenue reporting, Committee of Supply, Public Accounts and OAG auditing.
- Analyze and authorize refunds consistent with Expenditure Officer policy, and the development of recommendations to support larger refunds requiring up to and including Deputy Minister authorization.
- Develop issues papers and briefing materials to support timber dues policy development and draft standard operating procedures to improve the integrity of revenue operations.
- Support the Legal Administrators by removing barriers to successful outcomes and advising on professional development and performance matters.

2. Lead and direct revenue team engagement with internal and external stakeholders to answer questions concerning regulatory approvals processes and administration. Interpret acts and regulations, directives, and departmental policies, principles, and procedures related to Crown lands (public lands and Parks).

- Oversee support of clients by answering written and oral inquiries relating to rents, fees, royalties, interest and penalty assessments; account balances; and invoice inquiries and procedures.
- Provide ongoing support and advanced analysis to internal clients regarding client account standings, disposition management, legal document procedures, and historical data inquiries.
- Lead resolution of issues related to charges, interest adjustments, security deposits, penalties, financial and volume (royalty) adjustments, intermittent assessments, and collection of debt.
- Review, recommend, and implement updates to guidelines, procedures, and client service.
- Educate and train PLDM staff, field staff, and industry clients and perform research to develop and maintain training manuals.
- Develop standard operating procedures ("SOPs") to educate and train new staff and use as a reference.
- Host meetings with internal and external clients to ensure their understanding of policies, guidelines, and correctness of reporting practices.
- Act as a first point-of-contact to external and internal clients, answer phone inquiries related to department issues, and redirect as necessary. Support Legal Administrators on complex issues or situations involving aggressive clients.

3. Participate in timely and accurate assessments and calculation of rents, fees, royalties, penalties and other charges. Ensure client compliance with the Public Lands Act and the Provincial Parks Act, and associated regulations, directives, and ministerial orders.

- Resolve reconciliation conflicts of client payments with GLIMPS data and identify situations where payment and associated reporting does not comply with regulations and existing business rules.

- Analyze, reconcile, and recalculate a variety of account assessments and discrepancies, invoices, interest adjustments, penalty charges, submission authorities, refunds, transfers, etc., using multiple databases and software programs for calculations and analysis.
- Apply advanced analytics to monitor charges and fees ministerial orders for accuracy, adherence to business arrangements, and correct application of regulatory rate modifiers.
- Calculate, process, and review annual charges and rates. Ensure correct processing of rates and notify industry clients in a timely fashion of potential errors or required adjustments.
- Coordinate with division auditing and regulatory personnel on chargeability, adjustments, and modified approvals that affect assessment of charges.
- Prepare response letters to clients including all supporting calculations of assessments and adjustments.
- Resolve account balances and prepare statistics for the Senior Manager.
- Verify components of monthly invoices and track account balances for information to clients.
- Assist in processing delinquent account balances by advising the Senior Manager of unpaid accounts, updating account balances including penalties and interest, and providing forms and documentation to external clients such as Crown debt collection.
- Carry out reconciliation activities on royalty assessments calculated in the GLIMPS system and charges & payments received by the Corporate Accounting and Reporting System (CARS).
- Reconcile databases on a monthly basis to ensure account balances reflect correct correlation between payments and charge assessments and adjustments, as monitored by the OAG. Review accounts for correctness of interest charges and penalties.

4. Participate in the ongoing planning, development, and improvement of the team, processes, and systems.

- Lead activities such as staff meetings, team projects and special projects; training, coaching, and mentoring of co-workers and new employees; develop training packages for internal and external stakeholders.
- Work with the Senior Manager and Human Resources to recruit and retain staff.
- Provide input and assistance to reviews that ensure compliance to legislation, regulations, administrative policies, and special agreements.
- Research, analyze, and propose recommendations on client-specific issues that affect Crown dues reporting, calculation, and assessment.
- Recommend and implement enhancements to business processes and systems.

5. Oversee revenue team technical and advisory expertise for the GLIMPS and CARS2 applications to facilitate the delivery of accurate and timely charges, and reporting requirements and services.

- Maintain a strong understanding of information technology and the interdependencies with other ministry applications to ensure information flow is sustained.
- Analyze data produced from GLIMPS and CARS2 to verify data accuracy, integrity, evaluate patterns in the data, and draw inferences and hypotheses.
- Train Legal Administrators in the UAT environment and promote learning opportunities that build institutional knowledge and analytical capabilities.
- Lead acceptance testing of new systems and changes to existing business systems in collaboration with other sections.

Problem Solving

Typical problems solved:

The Senior Revenue Analyst solves real and theoretical problems (in testing environments) that result in impacts to financial data or disposition management. Typical problems include:

- Resolving inaccurate financial records created by GLIMPS. The system has incomplete functionality and outstanding issues that require analytical problem-solving skills to identify and remedy.
- Identifying impacts to external and internal stakeholders as a result of GLIMPS system issues that influence disposition setup, production reporting (surface materials), and client financial standing.
- Determining the risks and impacts associated with proposed upgrades/updates to GLIMPS and CARS or other charge and revenue accounting systems.
- Outlining anticipated impacts of regulatory and policy changes pertaining to rents, fees, royalties and penalties.

- Motivating and supporting Legal Administrators in time-pressured environments and in situations where aggressive clients or complex data issues add uncertainty to the issue resolution process.

Types of guidance available for problem solving:

The position will work collaboratively with other sections of PLDM and the Senior Manager to assess options and implications in new ways to achieve outcomes and solutions. The Senior Manager is the primary point of guidance for broad problem-solving and reducing barriers to delivery, while lateral relationships, particularly with staff in corporate Finance and other divisional staff are critical for technical problem-solving.

Direct or indirect impacts of decisions:

Decisions made by the Senior Revenue Analyst impact internal and external relationships, the legal and mathematical integrity of revenue operations and revenue reporting, and the operational effectiveness of the Lands Regulatory Program, its revenue administration, and other staff.

Key Relationships

Major stakeholders and purpose of interactions:

This position has considerable interaction with internal and external stakeholders to provide information on rents, fees, royalties and penalties; accounts; and discrepancies. The interaction includes interpretation of legislation and regulations and the provision of information for revenue calculations. Internal contacts:

- Lands Operations Division staff (daily): client account status updates, assessing accurate charges, coordinating collections or associated compliance action with other regulatory accountabilities, reporting inquiries. Ensures field staff are made aware of issues with charges, revenue accounting, account creation, changes in fees, and provides guidance on how to navigate GLIMPS/CARS.
- Alberta Energy Regulator Staff (daily): review problem accounts, verify client/disposition status and charges, correct client and disposition data
- Surface materials audit section staff (monthly): production reporting errors/concerns, accurate assessment of charges, entry of special returns for auditing purposes, verification of data impacting financial reporting, application of administrative penalties.
- corporate Finance: communicate with Security Analyst to advise on security/guarantee deposits received Release of security with Letters of Credit ("LOC"); work with contacts from several ministries to administer new clients and existing clients in 1GX, GLIMPS, CARS, and FOUNDATION.
- Office of the Auditor General (bi-annual): support the audit of revenue processes including the collection of revenue and clarification/direction on processes and data analysis. Create/edit documents for OAG review.
- Alberta Energy Finance: work with the Team Lead, Financial Services to advise on allocation breakdown of payments received. Assist with external stakeholder requests to setup electronic fund transfer ("EFT") payments.

External contacts:

- clients (FP and AER) to address billing inquiries and resolve issues and errors related to charges and invoices
- GLIMPS vendor (ongoing/weekly): lead revenue SME consulting with developers on business logic and the impact changes will have on the output of the application; analyzing data; testing corrective changes in the UAT environment; creation of TFS items for tracking issues and corrections.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

4-6+ years of progressively-related work experience are required.

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

- 6+ years of progressively-related work experience are required.
- Position requires behavioural competencies, including strong commitment to teamwork, independent decision making, leadership abilities, an exceptional work ethic, and a strong professional manner for dealing with internal and (potentially aggressive) external clients.

- Advanced knowledge of Microsoft Excel, Microsoft Access, and Adobe Acrobat are requirements, while experience training staff and database experience (including working knowledge of Microsoft SQL Server Management Studio) are considered assets.
- Understanding of Alberta's fiscal framework, Crown lands policies and regulatory regimes including Provincial legislation specific to Crown lands revenue; Crown lands dispositions, approvals, licences, permits and authorizations; or direct experience with a very comparable system.
- Advanced knowledge of the administration of Crown lands rights and interests.
- Familiarity with the Department's strategic priorities and the division's portfolio.
- Strong knowledge of accounting principles, applicable legislation, regulations, policies, and procedures. Incumbent requires the ability to be technically astute along with having strong analytical and research skills.
- Extensive knowledge of revenue and royalty business and client sector processes and considerable understanding of automated systems including systems similar to GLIMPS and electronic receivable systems (such as CARS).
- Ability to identify and anticipate issues and proactively address them in a timely manner.
- Exceptional time management and organizational skills. The ability to take on multiple tasks/projects, prioritize work, and produce quality deliverables in a timely manner.
- Well-developed supervisory, administrative skills, and analytical skills.
- Proficiency in specialized project management and visualization software is an asset.

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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Involves a wide group of stakeholders when working on outcomes: <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts 	

		to changing priorities <ul style="list-style-type: none"> • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	

Benchmarks

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

023PS71 - Lead Security Advisor
 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.

VACANT

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