

Update

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Accommodations Lead

Current Class

Administration 1

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

SSPAS, Corporate Services Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Corporate Services

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

This position leads a team that is responsible to provide accommodation and administrative services for PSC and ensures that department staff have space, equipment and access to administrative supports to perform their duties. This position is responsible for planning, coordinating and supervising the delivery of a broad range of technical and administrative services such as: accommodation planning, facility renovations, facility management, security, surplus, access cards, furniture, telecommunications (VoIP and mobile), and office equipment services. This requires extensive collaboration and liaison with staff, client business units, representatives of other departments (Infrastructure, Service Alberta) and multiple public and private sector service providers to ensure the services are delivered in an efficient and effective manner. On specific projects/initiatives, or on escalated issues, the position works directly with executive leadership including Assistant Deputy Ministers and the Deputy Minister's office.

Responsibilities

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

Ensures that department staff have accommodation that meet their needs, in alignment with the GoA policies and standards.

Accommodation Planning

- Plans and coordinates accommodation projects including administration of the inventory and allocation of office space.
- Reviews plans and recommend changes for accommodation projects in consultation with clients.
- Coordinates the submission of any Request for Accommodations (RFA) for branches.
- Liaises between client areas, building management and Alberta Infrastructure to develop solutions and meet requirements within defined standards.
- Builds relationships and consensus with PSC staff and Alberta Infrastructure to ensure a thorough understanding of program requirements as they relate to space and facilities.
- Identifies, validates, documents and tracks accommodation requirements and projects.
- Ensures accommodation and facility projects meet OH&S guidelines in all office locations.

Tenant Improvement Projects

- Coordinates the planning and implementation of Tenant Improvement Projects within the department by working with Infrastructure representatives, architects, clients and contractors as required.
- Obtains approval of projects, monitors for compliance and signs off on completion.

Building Maintenance and Tenant Services

- Ensures the provision of effective and efficient facility services to all branches and locations across Alberta.
- Represents the department to ensure facilities occupied by department staff are maintained to meet the operational requirements of the programs.
- Processes requests from department staff in various locations requiring tenant services such as electrical, data installation or relocated, installation/move of office furniture, minor construction, repairs and general tenant services.
- Services as a primary point of contact for department staff located in various locations to process maintenance calls, identifies and resolves repeat problems and maintains contact for global distributions regarding building maintenance.

Leads the Facility Emergency planning

Emergency Management

- Manages and facilitates the Facility Emergency Planning Program for the PSC.
- Acts as a Facility Emergency Response Coordinator (FERC) for Peace Hills Trust Tower (PHTT).
- Is responsible for leading the Facility Emergency Response Team, which includes collecting information, creating and updating the Facility Emergency Response Plan, organizing training and exercising of the plan.
- Ensures and monitors staff participation in the Facility Emergency Response Teams for other PSC locations.
- Services as a Business Continuity Team member, participates in training and exercising of the Business Continuity Plan, and provides support to other contingency planning teams as required.

Oversees administrative services for the department to ensure effective and efficient delivery.

Administrative Services

- Provides efficient and effective support in all areas of administrative services to program areas.

Telecommunications

- Coordinates the delivery of telecommunication services by Service Alberta including acquisition, changes and termination of lines, subscriptions and equipment (VoIP and Mobile devices); resolves service issues.
- Works with Service Alberta and telecommunication providers to analyze and optimize telecom usage and implements cost reduction strategies.
- Monitors telecommunication invoices for overages and training compliance.

Parking

- Serves as a Parking Coordinator and supports staff with parking applications and eligibility requirements; resolves sensitive or escalated parking coordination issues with Infrastructure.

Other Duties

- Liaises with Service Alberta, business areas, and private sector providers for administrative services; develops and maintains positive working relationships, including contracting of office equipment (Multi-Function Devices) through Service Alberta.
- Coordinates the delivery of mail, courier and print services.

Security

- Provides and audits access cards for numerous Edmonton buildings.
- Reports security incidents and take appropriate action, involving police, Infrastructure, facility coordinators and property management companies as required.
- Leads administrative team in the acquisition, delivery, reconciliation, disposal and coordination of cost effective supplies and services, maintaining compliance with GoA and Ministry policies and budgets.
- Acts as declaration officer, declaring items to surplus, as per GoA policies.

Leads and guides others to ensure policies, guidelines and standards are followed.

- Provides leadership and guidance to administrative and accommodations team in Corporate Services as well as to other administrative staff in the department.
- Manages escalation of issues related to all services provided by the administrative and accommodations team.
- Monitors workloads and provides feedback on work standards and performance to ensure smooth, balanced and effective workflow and output.
- Ensures responsive, accurate information, support and advocacy on administrative, facility and accommodation issues for regional offices and Edmonton locations.
- Ensures training and development opportunities are available to enhance staff competencies and retention.

Leads and/or provides support to special projects as required to achieve efficiencies and savings.

Workstation Strategy Project (example)

- Provides analysis of existing and recommended equipment for staff (IT and telecommunications) to ensure staff are properly equipped to perform their duties, there is an efficient allocation of equipment, and reduced cost.

Workstation Printer Review Project (example)

- Provides analysis of existing printers, both owned and leased, to examine opportunities to reduce costs while still maintaining adequate accessibility of print services.

Problem Solving

Typical problems solved:

This position must have a broad understanding of all aspects of the department business, mandate, goals and objectives. Knowledge of the department's organizational structure and areas of complexity and sensitivity are essential in order to support the department's ability to deliver programs and services. In order to align department projects and Facility Management activities with GoA standards, the position requires a thorough understanding of supporting departments (e.g. Infrastructure and Service Alberta) policies and procedures.

This position must work with PSC staff and Infrastructure to provide strategic, operational and planning advice and support to the Directors, Executive Directors and ADMs as well as other staff throughout the department. An example of this would be the 2019 accommodation requirements for the PSC as a result of HR Transformation.

This position is responsible for providing sound information and advice to decision-makers at the Executive level. This includes the preparation of briefings, and responses to Action Requests for Senior Management as required. The planned 2025 move of staff from Peace Hills Trust Tower to the Forestry Building will involve high level of complexity concerning moves as well as a construction project.

This position represents PSC staff on multiple Infrastructure projects, which vary greatly in complexity and their impacts on staff. From small projects to large construction projects and re-stacks, creative solutions are often required, such as relocating staff or supporting them to work remotely temporarily. Due to the varying nature of construction projects, each project has unique challenges and problems to solve.

This position supports facility management and facility emergency response planning and is a member of the Business Continuity Team, providing facility support for a wide range of incidents. This position deals with responses to fire alarms, floods and facility emergencies such as loss of power or water.

This position may be required to develop administrative approaches to address department needs that do not have precedents using resources from other Ministries, researching GoA directives from other applicable areas, and using experienced judgment. This position develops and implements solutions to complex administrative issues where resources are limited, such as office space or parking.

This position requires strong conflict resolution skills especially when dealing with parking issues that often have a large impact on staff. There are strict policies that must follow Canada Revenue Agency regulations and other GoA policies and directives.

This position is required to balance the needs of staff while working with Infrastructure and Service Alberta to resolve concerns and find alternative solutions to issues.

Types of guidance available for problem solving:

Sound working knowledge of government and department policies, procedures, regulations, systems and practices related to accommodations, building maintenance, tenant services and improvements, parking telecommunication and surplus are required including those listed below.

Facility Emergency Planning Program: Occupier's Liability Act, Safety Codes Act, Government Emergency Management Regulations, Occupational Health and Safety Code, Alberta Fire Code.

Accommodations and Furniture: Furniture Roles and Responsibilities April 2016, Open Office Etiquette 2016, Spatial Guideline Dimensions, Provincial Staff and Program Space Requirements (2015)

Facilities: Roles and Responsibilities Guideline - Nov 2019, Property Management User Manual

Parking: Treasury Board and Finance Parking Directive, Fair Market Values Lists, Park as a Taxable Benefit.

Wireless: GoA Mobile Device Policy, Code of Conduct and Ethics

Surplus: Policy for Maintaining Security of Government Data, Security Policy for Disk Wiping Surplus Computers, Certifications of Data Removal
Business Continuity: PSC Business Continuity Plan, Emergency Management Act, Government Emergency Management Regulation
Security: Working Alone Policy, Personal Security Handbook

Direct or indirect impacts of decisions:

With broad direction from Executive Team, this position has the freedom to determine how objectives can be most effectively achieved. The position has the primary responsibility for providing the desired outcomes; however, some of the work is conducted through committees and in coordination with other departments and GoA staff.

This position ensures that the work of the accommodations team is coordinated, results oriented and focused on supporting staff, management and senior management within the department. This team provides the central point of contact for Alberta Infrastructure and Service Alberta.

Results can affect the entire department. For example, an accommodations strategy impacts the effectiveness of work units and their ability to delivery on PSC's mandate.

This position has significant impact in terms of managing the administration function that provides essential supports that enable the department to achieve its business plan goals. This position is relied on to provide the department with analytical support, guidance and consultation related to opportunities, challenges and issues with the potential to affect the department administrative function and related initiatives.

As in any customer service field, creativity and diplomacy play a major role, and are often required to handle individual or competing client expectations and interpretations. In many cases, the position must distinguish between what the client really wants versus what has been requested, and diplomatically negotiate a acceptable and suitable solution.

The position supports staff and department branches in offices located in Edmonton and regional offices across the province. The supports offered through the accommodations team assists all department work units to maximize operational efficiency by reducing or minimizing accommodation, administration and facility challenges.

Incorrect decisions or delays in implementation of projects can translate into increased costs for facilities and accommodation work, as well as additional disruptions to business areas. This can further translate into hindering the achievement of program objectives within desired timeframes, and ultimately impact deliverables of this department and the GoA.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Contacts

Department Senior Leaders: Provide strategic advice, present updates as required on major organization-wide projects/proposals, and obtain approvals. Respond to action requests.

Department Staff and Management: Information sharing, researching and resolving accommodation/facility issues, negotiating results, client service on an ongoing basis.

Branch Administrative Coordinators/Administrative Staff: Support Administrative staff with existing or new administrative policies and procedures on an ongoing basis.

Business Continuity Team Members: Provide support to the Business Continuity Team regarding planning, exercising and incident management.

External contacts

Infrastructure: Negotiate and advocate on behalf of the department. Reporting, meeting and on-going communication for parking issues, accommodation projects, facility tenant services. Submit requirements for accommodation projects, furniture requirements and coordinate implementation. Planning assistance

and support for department, branch or individual moves or space reorganizations. Ongoing, daily, weekly and monthly
 Service Alberta: Assistance with telecommunication, furniture, equipment, surplus sales and other vendors or service providers for purchasing and contracts. Listing and removal of surplus furniture and equipment. Ongoing, daily, weekly and monthly
 Property Management/Facilities: Assistance with their roles and responsibilities in Facility Management Planning and the Facility Emergency Planning Program. Act as Facility Emergency Response Coordinator for Peace Hills Trust Tower. Liaison between staff and building landlord for tenant services/building maintenance where required. Monthly and ad hoc, ongoing
 Non-government Vendors/Service Providers/Trades people: Define requirements, monitor performance to ensure the delivery of specified outcomes and recommend payment. Ongoing
 Other Government of Alberta Departments: Sharing of information, best practices, guidelines for program evaluation and training materials. Ongoing

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Design or Fine Arts

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

A background covering a diverse range of disciplines and strong inter-departmental connections is an asset. Demonstrated negotiation and dispute resolution skills, organizational and stakeholder engagement, relationship building, customer service and effective oral and written communications are key skills required for this position.

Sound working knowledge of government and department policies, procedures, regulations, systems and practices related to accommodation, building maintenance, tenant services and improvements, parking, telecommunications, surplus, etc.

Developed Project Management skills including the ability to build and maintain effective relationships. Ability to read and interpret architectural, mechanical and electrical blueprints, specifications and contracts.

Analytical and research skills to investigate issues relating to the administration of relevant services, with the goal of recommending viable and effective solutions.

Strong interpersonal communication, consultation and presentation skills to effectively interact and negotiate with clients, consultants, contractors, building managers, and representatives of other government departments. The ability to influence and lead change is imperative.

Ability to plan, prioritize, and coordinate multiple tasks and projects while carrying out ongoing operational responsibilities, along with the ability to meet tight timelines associated with specific assignments.

Strong leadership and management skills.

Strong commitment to client service.

Ability to resolve conflict.

OH&S courses/certification

Proficiency in the use of various software products (i.e. MS Office, BLIMS, WORTS, OPRA, etc.)

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems	Executive Directors and Directors, and all staff where appropriate, are engaged one on one or in workshops to discuss options and review

		<ul style="list-style-type: none"> • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>possible solutions to requests for accommodations or moves. Floor plans, photos, as well as actual or virtual walk-throughs of space, are conducted in order to assist supervisors with identifying additional needed supports for incoming staff. For example, new location information sheets were developed for all Edmonton PSC Buildings, which provide staff with information on parking, transit, lunch options, as well as the location of the Facility Emergency Response Plan, in order to support staff through a move which can be very stressful.</p>
<p>Agility</p>	<p>○ ○ ○ ● ○</p>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • 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 	<p>This position deals with constant change, from facility emergencies to HR Transformation. During HR Transformation, a number of moves had already moved forward, when there was an additional reorganization which affected some of the moves that had just been completed. This required a great deal of agility to shift gears in the middle of a number of moves, to pause, and re-evaluate the plan, adjust and then move forward. Staff expectations also needed to be adjusted, and it was important to ensure staff received communications and had an understanding of time lines and outcomes, in order to help them adapt to the new plans.</p>

Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <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 	<p>This position works with all staff in the PSC, and involves stakeholders at all levels, from administrative staff to Executive Team. Accommodation plans often receive input from various levels of staff, before being presented to Executive Team for their input and approval.</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"> • 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>The organization as a whole must be kept in mind when looking at opportunities or upcoming changes. Stakeholder engagement is essential in order to meet the diverse range of needs of branches within the PSC. When moves are planned, all impacts of the move must be considered and planned for, including parking concerns, ergonomics and other required supports for a branch (secure storage/filing), and ensuring the teams are consolidated where possible, to optimize their performance in achieving PSC and GoA goals.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta:

None found. Other comparable positions in other departments: Advanced Education PS2, Labour and Immigration: M1/PS2

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.

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

DM Name

Date yyyy-mm-dd

DM Signature