

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Dir, Examinations & Licensing

Requested 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

Job Purpose and Organizational Context

Why the job exists:

Driver, Carrier and Vehicle Services Branch is the licensing body and foundational entry point for individuals, drivers, carriers and vehicle programs. The branch takes a client centric approach by providing effective client support services that address operational approvals, infrastructure protection, and licensing and vehicle standards to ensure the safe and efficient movement of people and goods on Alberta roadways. The Examinations unit manages the Provincial Driver Examination Program, with a dedicated lens in the provision of commercial road testing through government employed driver examiners and a large pool of vendor commercial driver examiners.

Reporting to the Executive Director, Driver, Carrier, and Vehicle Services, this position helps to provide a safe and efficient transportation system to support Alberta's economic, social and environmental vitality through the effective operation of key programs. The Director, Examinations and Licensing provides leadership for this mandate through the development of driver examination and licensing programs, specifically road tests for all classes of commercial and passenger licences (Classes 1 through 6) that are delivered throughout the province, with the section providing training, licensing, evaluation, and control functions.

In addition, this position works closely with senior representatives of other areas within the department and other ministries (e.g., Service Alberta) as well as industry stakeholders (e.g., Alberta Motor Association (AMA), Association of Alberta Registry Agents (AARA), Alberta

Association of Driver Examiners (AADE), driver examiners, driver training schools) to ensure the efficient and consistent provision of driver's license road tests mandated by legislation, regulation and policy.

Alberta Transportation is committed to providing a safe and efficient transportation system for the Province of Alberta.

Responsibilities

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

1. Provides leadership and direction for the development, implementation, and enhancement of driver training and examination programs. Ensures all initiatives reflect the Government of Alberta's strategic direction and business plans.

Activities:

- Directs the scheduling and delivery of driving instructor testing and commercial driver examiner assignments, ensuring alignment with industry needs and balancing stakeholder demands across both urban and rural regions.
- Leads the development, implementation, evaluation, and enhancement of driver training and examination programs, and re-testing systems, while establishing corresponding policies, standards, and guidelines.
- Oversees policy and program development for all driver licence classes and special certification programs, enabling industry involvement in training and granting special concessions where applicable.
- Manages stakeholder engagement, communication, and training activities to support effective program implementation and continuous improvement.

2. Oversees the planning and delivery of training, testing, and re-testing programs across all licence classes (1 through 6). This includes the development of policies, standards, and education materials, as well as the scheduling of driver examiners and training staff to meet both urban and rural demand.

Activities:

- Oversees the development and delivery of testing and training programs by section staff, ensuring both driver examiners and regulated driving professions comply with applicable legislation, policies, and standards.
- Leads the continuous improvement of business systems and supports for provincial driver training and examination programs, including the creation and distribution of education and training materials.
- Collaborates with Monitoring and Compliance to review concerns related to training and examination programs, evaluating findings, guiding decision-making, and recommending corrective actions where needed.
- Directs the scheduling and delivery of government driving instructor and commercial driver examiner assignments, ensuring alignment with industry needs and balancing stakeholder demands across both urban and rural regions.

3. Leads licensing processes for regulated professions such as driver instructors and training schools. Develops performance measures, licensing criteria, and quality assurance standards, while streamlining application and renewal processes and resolving complex issues through collaboration with stakeholders.

Activities:

- Develops performance measures, licensing criteria, and quality assurance standards to support accountability and excellence across driver programs and vendor-led examinations.
- Resolves significant issues and concerns identified through quality assurance reviews, engaging stakeholders through collaboration and negotiation to drive improvements.
- Recommends and develops new legislation, regulations, and program standards to maintain relevance, streamline licensing processes, and enhance regulatory compliance.

4. Oversees business and systems supports essential for the success of provincial driver programs and examinations, including the design and provision of training materials, and supporting technological infrastructure.

Activities:

- Leads contract execution and oversight for vendor-delivered examination services, ensuring compliance with established agreements and performance expectations.
- Resolves major issues and concerns identified through quality assurance by collaborating and negotiating with stakeholders; and
- Recommends and develops new legislation, regulations and standards as required.

5. Advises senior leadership, including the Executive Director and Assistant Deputy Minister, on policy, operational challenges, and strategic opportunities. Promotes cross-ministry collaboration, models Alberta Public Service values, and contributes to a positive, respectful, and productive work environment.

Activities:

- Provides advice, consultation and recommendations for issues, opportunities and challenges associated with the section mandate, legislation, policies and programs; program delivery; and innovations to programs and operations.
- Works collaboratively with Division and Ministry staff members to ensure coordination and integration of functions and delivery of services.
- Promotes collaboration within the Ministry and with other ministries, partners, and stakeholders to support achievement of Ministry and Government goals
- Collaborates across ministries (e.g., Service Alberta), and with industry stakeholders (e.g., AMA, AARA, AADE) to ensure consistent program delivery. Manages vendor contracts for examiner services, including performance evaluations and adherence to quality standards.
- Manages a team of professionals and allocates resources to optimize program outcomes. Focuses on building organizational capacity and fostering employee engagement, innovation, and continuous improvement.

Problem Solving

Typical problems solved:

The Executive Director assigns major accountabilities and is available for consultation and guidance as necessary. Within these parameters, the Director is delegated authority to determine approaches to responsibilities, direct operations and develop solutions for complex issues involving program, stakeholders or the public. Resources available for guidance including applicable legislation, regulations, policies, with the Director expected to collaborate with senior ministry and stakeholder representatives to develop frameworks and solutions for which there is minimal precedent, including innovative programs and approached to program delivery.

- The business requirements of the branch require the Director and staff to arrive at unique solutions to complex issues.
- As much of the work involves vehicle specific issues that may require technical knowledge in order to come to a conclusion surrounding a training item or plan, many of the problems are unique events that require new approaches to how the problems can be solved.

Types of guidance available for problem solving:

Legislation, standards, regulation and policies - both provincial and federal. SME's within the section; the position has a number of engineering staff and technical experts.

Working groups, committee's and jurisdictional peers.

Other program areas in TEC and other ministries that maintain relationships with operators in the transportation sector, including railways, airports, highway maintenance contractors and commercial carriers.

Direct or indirect impacts of decisions:

The Director has direct control over the activities and resources within the section, which could affect the other areas of the division, the entire department, and the province as a whole. Decisions made from this position would have a direct effect on the safety of Alberta's vehicle population, and acts as the entry point for commercial carriers, technicians and facilities and provincial railways. Legal/Policy/Strategic direction is provided by this position to evaluate alternative vehicle or transportation options and how they are integrated into Alberta's infrastructure.

The Director functions within the context of policies, statutes, directives and guidelines developed by Alberta Finance, Treasury Board and Cabinet. Key pieces of legislation and policy that set parameters and expectations for the work of the Director include the *Traffic Safety Act* and related regulations, the *Government Organization Act*, *Freedom of Information and Protection of Privacy Act*, as well as policies and guidelines established by Cabinet, the Minister and Deputy Minister.

Work carried out by Driver Examinations is complex, sensitive and affected significantly by political decisions and priorities established in Government and Ministry strategic and business plans. The mandate of the section is also subject to general societal influences and those originating in other jurisdictions and countries, with the Director ensuring that driver examination programs are responsive to these influences and perspectives.

As a member of the Traffic Safety Services management team, the Director is jointly responsible for defining and achieving Branch goals and outcomes, and contributing to the achievement of relevant Division, Ministry and Government goals. This position works in a highly collaborative manner with the Executive Director and other branch and department Directors to ensure sections programs and program delivery strategies are integrated with the Ministry business plan, operational plans and budget.

Key Relationships

Major stakeholders and purpose of interactions:

Executive Directors and staff within division - Daily - Share information; maintain awareness of priorities and how they might impact transportation related activities; coordinate responses and identify solutions.

Staff in other divisions - Daily - Establish and maintain effective relationships, share information, coordinate responses, resolve issues, and engage participation as needed in projects. Staff are directly affected by the position's leadership and advice.

- Municipal/External Stakeholders - Monthly, creating opportunity for collaboration. Increasing data collection and use, improving data sharing and triaging competing external priorities.

Other Jurisdictional representation - monthly IRP, SFC and vehicle related items need to have a cross border approach.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

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	☐	☐	☐	☒	☐	Integrates broader context into planning: - Plans for how current situation is affected by broader trends - Integrates issues, political environment and risks when considering possible actions - Supports organization vision and goals through strategy - Addresses behaviours that challenge progress	The Director must be able to identify trends in decision making, ensures that Alberta's infrastructure is protected and utilized effectively
Agility	☐	☐	☒	☐	☐	Identifies and manages required change and the associated risks: - 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	The Director will be actively seeking process improvements and project stability. Effective management of unique transportation events that are constantly changing.

Develop Networks	☐ ☐ ☐ ☒ ☐	Makes working with a wide range of parties an imperative: • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood	The Director must actively address complex stakeholder needs and issues. Director is tasked with identifying impacted stakeholders and incorporating their feedback/needs.
Creative Problem Solving	☐ ☐ ☐ ☒ ☐	Works in open teams to share ideas and process issues: • 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	Must look and unique circumstances and evaluate quickly. Constant need to reevaluate process/policy based on current events, transportation needs. Must utilize data collected and other available information to make details plans

Benchmarks

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

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