

Reclassification

Ministry

Municipal Affairs

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Municipal Resource Advisor

Current Class

Program Services 4 Market Adjustment (024PSAMA)

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

MSD/MCS

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2022-04-18

Responsibilities Added:

The terminology within the job description has been updated from language that indicates a more assistant role to a development and coordinating role.

Responsibilities Removed:

None removed

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Municipal Advisory, the Municipal Resource Advisor is a member of an advisory team which has key day to day "first contact" with the public, municipal administrators and councillors, other department and associations.

The Municipal Resource Advisor strengthens the capacity and sustainability of Alberta municipalities, enhances municipal operational effectiveness and aids in building the level of understanding and confidence that Albertans have with the local government by providing advice and information to appointed and elected municipal officials and the public.

The advisor has a primary role in the research, production, development and delivery of ministry publications that support and enhance municipal capacity and the level of understanding that residents of Alberta have about the role and function of municipalities, as well as the rights and responsibilities of individuals and businesses. This includes identifying and researching issues pertinent to municipal capacity building programs and services and recommends appropriate response strategies to management.

The advisor also enhances municipal operational effectiveness and improves local decision-making by assisting with the development and delivery of training to appointed and elected municipal officials to effectively plan and govern according to the processes and procedures in provincial legislation and according to recognized effective municipal governance, management, and operational best practices.

This position also deals with departmental, municipal and public concerns regarding practices of municipal government and, where required, uses appropriate departmental regulatory powers to address municipal issues to enhance local government transparency and accountability to their citizens and the province.

This position performs work in accordance with relevant government and ministry legislation, regulations, policies and guidelines and at times, significant travel is required to provide training or advisory visits.

Responsibilities

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

1. Strengthen the capacity and sustainability of municipalities by enhancing local governance and administration knowledge, and elector understanding of local governance through providing advice and information to appointed and elected municipal officials and the public.

- Responding to telephone and written inquiries and complaints regarding the practice of municipal government.
- Visiting municipalities to provide governance expertise and information to councils and to new municipal administrators.
- Interpreting and explaining provincial legislation, regulations and procedural requirements for municipal officials and other stakeholders, especially with regard to governance and administrative procedures, processes and including local government elections.
- Providing information and feedback on legislative requirements and keep up to date on legislative amendments and municipal issues.
- Providing back up support to monitor, track, draft responses or assign inquiries or requests received through the ministry's mailbox.

2. Oversee the production, development and delivery of ministry publications that support and enhance municipal capacity and public understanding of the role and function of municipalities, with a specific focus on Municipal Resource Handbook materials, and information bulletins.

- Design, develop and coordinate the preparation and distribution of updates to the Municipal Resource Handbook materials, information bulletins, internet materials and interpretation bulletins as reference materials for municipal councils and administrations
- Monitor the effectiveness of existing resources and propose changes that will improve the resources by analyzing information, conducting research in other jurisdictions , and continually seeking out best practices
- Monitor municipal and public requests for information and identify the need for new resources
- Prepare request for proposals, evaluating bids, and management of contracts for development, design and printing of publications, in accordance with the GoA and ministry procurement policies and practices.
- Edit and proofread publications throughout the approval process.
- Promote municipal awareness of capacity building resources and tools and direct municipalities to specific resources as requested.

3. Enhance local government transparency and accountability to their citizens and the province by

responding to departmental, municipal and public concerns regarding practices of municipal government and, where required, use appropriate departmental regulatory powers to address municipal issues.

- Lead the conduct of municipal corporate reviews where requested by municipalities, analyze the results and make recommendations to correct legislative gaps and/or improve procedures and processes with the implementation of administrative and governance best practices.
- Process requests for time extensions to required provisions of the *Municipal Government Act*.
- Serve as the "Chief Administrative Officer" in carrying out the required legislated responsibilities to determine petition sufficiency if the Minister receives a petition under the *Municipal Government Act*.
- Conducting municipal preliminary reviews or other similar assessments of council and administrative practices, analyse the findings to prepare a report and recommendations to address the municipal issues, or develop recommendations for the Minister to undertake regulatory actions such as an inspection under Section 571 or viability review under Section 130 of the *Municipal Government Act*

4. Ensure municipalities are governed and managed in accordance with legislation through current and relevant training and workshop materials and presentations by developing content and delivering training to elected and appointed municipal officials based on provincial legislation and according to recognized effective municipal governance, management, operations and best practices.

- Working collaboratively with the advisory teams throughout the branch or division in the development of the standard governance related workshop and training materials which would include the Roles and Responsibilities, Property Tax Recovery, Meeting Procedures, etc.
- Delivering training within the local government context for municipal councils, individual councillors and/or administrators on legislation, effective management, information and practices, and upon request where appropriate, develop presentation materials and deliver customized training.
- Providing advice, support and assistance as required for local authority election training.

5. Be responsive to the ministry, elected officials and public by providing accurate and timely responses to ministerial assignments, including correspondence, briefing notes, and action requests, that are prepared for the signature of the Minister, Deputy Minister, and Assistant Deputy Minister, ensuring consistent communication of key messages; appropriateness of contents for identified audiences; and compliance with relevant government and ministry legislation, policies and procedures.

- Researching and verifies facts and information associated with assignments.
- Composing responses, considering the author's style and position and ensuring consistency, clarity, conciseness and accuracy of messages.
- Ensuring Ministry positions and relevant sector program area policies and procedures are accurately reflected in responses and materials.
- Organizing and tracking assignments to completion.

6. Support ministry initiatives, programs and services by actively participating in departmental activities related to enhancing service provision to ensure alignment of the department's strategic vision.

- Working collaboratively with other Department staff in the delivery of programs and services
- Leading and/or participating in special project development, design and delivery
- Participating in the evaluation and development of Best Practices in the delivery of Department programs and services.
- Participating in Department committees and initiatives

Problem Solving

Typical problems solved:

There is typically a shortage of qualified candidates for municipal administration positions in Alberta, most problematic in smaller municipalities. In many cases municipal staff are recruited from non-government positions and must quickly gain familiarity with the unique nature of local government practices and legislation. The capacity building unit supports this transition through a variety of approaches which include, but is not limited to, the provision of advisory visits, training sessions, information resources, telephone and

site visit advisory contracts.

The advisory team handles in excess of 4,000 telephone calls annually. In addition, advisors prepare hundreds of responses to requests that are received from the public through emails, information requests and action requests. For the direct calls and emails, advisors must respond on the spot with a proper assessment of the situation, analysis of the problem and be able to quickly reference the appropriate legislation and procedures to effectively respond to the concern. Responses must be adapted to the understanding of the caller. When dealing with the public, responses provide electors with a more complete understanding of municipal responsibilities and powers and of their responsibilities and rights as electors. When dealing with municipal officials, responses provide a more complete understanding of council and administrative roles, responsibilities and legislative requirements.

This position is part of a team and will work collaboratively with other advisors, knowledge specialist and staff from across the ministry to ensure that accurate, consistent and clear information is provided. The work completed by the Municipal Advisor impacts ministry and provincial strategies and policies effecting Alberta local governments'.

Complexity of advisory supports varies greatly and requests for information are received from all levels, both internal to the ministry and external. The advisor provides quality information, advice and training on a broad range of municipal issues to internal and external stakeholders. The information and advice will influence the management, governance and operations of municipalities and ultimately the sustainability and resiliency of local governments in Alberta.

The incumbent is often the first contact for issues with political, legal or financial consequence so the initial contact may require providing advice to senior department management regarding appropriate future actions. In working with municipalities, advisors become familiar with strengths and weaknesses of specific municipalities and are in a unique position to offer advice and support that can enhance the capacity and long-term viability of the municipality. If considered and implemented by the municipality, the advisory support can result in improved delivery of municipal services and improved local government for Albertans.

Types of guidance available for problem solving:

The advisor works consultatively and is able to establish good working relationships with stakeholders. The incumbent is able to problem-solve using sound judgment and thorough analysis of options within the broader context of other stakeholder and government policies, priorities and legislation. Urgent or complex issues are managed in consultation with the Manager or Director.

Direct or indirect impacts of decisions:

Actions taken when acting in an official capacity as appointed by the Minister means the advisor must be aware of the capacity of administration and council, the local government environment in the community, the dynamics within and between council and administration, the interest of local MLAs, the interest of local media and the severity of the nature of the issues the municipality is facing.

Key Relationships

Major stakeholders and purpose of interactions:

Minister, Deputy Minister and MLAs: Provide written or verbal advice on sensitive, priority or emerging issues that may require immediate attention. Clarify legislative or procedural requirements as they arise, or when requested.

- Senior Departmental Management: Obtain background information, direction and timelines related to project, issues, action requests and other duties. Advise on upcoming issues, project status and other matter that may require management input.
- Provincial colleagues: Collaborate with, and provide guidance to, staff on legislative and procedural requirements relating to municipal governance and management. Provide timely information and advice on projects, issues and policies.
- Municipal Advisory Staff: Collaborate with and provide guidance to staff on legislative and procedural requirements relating to municipal governance and management.
- Other MSD/AMA Staff: Collaborate with and provide guidance to staff on legislative, policy and procedural requirements relating to municipal management.

- **Municipal Officials:** Provide timely advice and information regarding municipal governance, management and legislative requirements.
- **Municipal Associations:** Provide timely advice and information regarding municipal governance and management. Consult and collaborate on proposed modifications to legislative requirements. Attend meetings/conferences to address issues and delivery training. Attend meeting/conferences to address issues and deliver training.
- **Professional Associations:** Advise and provide legislative and procedural information and training when requested. Participate in a professional capacity.
- **Municipal Staff:** Advise and provide timely procedural information and training when requested.
- **General Public:** Provide advice and information regarding municipal governance and management.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- **University degree in a related field plus 3 years progressively responsible related experience; or equivalent as described below.**
 Equivalency: Directly related education or experience considered on the basis of:
 - 1 year of education for 1 year of experience; or
 - 1 year of experience for 1 year of education.
- **Previous municipal government experience, preferred at a senior management level**
- **Certification in local government from the University of Alberta Extension program or equivalent; or the National Advanced Certificate in Local Authority Administration 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		
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 	For the direct calls and emails, advisors must respond on the spot with a proper assessment of the situation, analysis of the problem and be able to quickly reference the appropriate legislation and procedures to effectively respond to the concern. Responses must be adapted to the understanding of the caller.
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions 	The advisor provides quality information, advice and training on a broad range of municipal issues to internal and external stakeholders. The information and advice will influence the management, governance and operations of

		<ul style="list-style-type: none"> • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	municipalities and ultimately the sustainability and resiliency of local governments in Alberta.
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 • 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 	Dealing with municipal officials, responses/options for solutions must be developed with consideration to a municipality's specific dynamic and situation to provide a more complete understanding for council and administration to effectively implement

Benchmarks

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

Clinical Advisor - Audit and Compliance Review Services - Health
Regulatory Review Advisor - Provincial Operations - Labour

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