Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Relationship Coordinator

Current Class

Program Services 3

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

AEMA, Strategy and Systems Support

☐ Current organizational chart attached?

Supervisor's Position ID   Supervisor's Position Name (30 characters)   Supervisor's Current Class

Manager, Business Services   Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-03-26

Responsibilities Added:

None

Responsibilities Removed:

None

Job Purpose and Organizational Context

Why the job exists:

Business Relationship Coordinators are the main contact between AFRRCS and the user Agencies. The BRC's are continually noting if there are opportunities to enhance, modify or change the way in which services are provide, in order to better serve the user agencies. This includes identifying risks, issues and trends and then working closely with the AFRRCS Technical Advisor, Business Analyst as well as the AFRRCS Leadership team to ensure the ongoing success

of AFRRCS.

Responsibilities

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

Client engagement (Existing agencies on AFRRCS and potential new agencies to join AFRRCS)

FIRST RESPONDERS

Existing Agencies - Liaise with existing Agencies, which involves regularly traveling to user agencies throughout Alberta.

New Agencies - Coordinate the on-boarding of new user agencies. Initially meet with them in person and present a power point presentation on AFRRCS. Follow-up with documentation and guidance for the on-boarding process.

SECONDARY RESPONDERS

Meet with the Agencies who are interested in having their secondary responders join AFRRCS. Obtain information necessary for the Engineers to complete a survey to assess the needs and costs associated to potentially on-boarding the Agency

TECHNICAL ADMINISTRATOR MONTHLY FORUM

Facilitation / Coordination of monthly teleconference

Coverage testing

AFRRCS is responsive to the user community through regular discussion with AFRRCS Stakeholders. The BRC's are involved in confirming coverage / test areas, executing the coverage testing and subsequent follow-up with agencies regarding results.

Deployment of AFRRCS resources

a) In support of an emergency situation requiring augmentation of the communications available within a region or municipality;

b) In support of AFRRCS site failures that require the replacement or augmentation of the site;

c) In support or a municipal or agency event or operation that requires the augmentation of the present or existing communications capability;

d) In support to an Incident Management Team (IMT) deployed to an emergency or disaster;

e) In support of an AFRRCS engineering or operations exercise.

Reporting

Obtain reports from UAS and AAMS as needed or as requested.

- Secondary responder usage - used for billing purposes

- Agency, subscriber, talkgroup numbers - used during presentations

Training

Complete the Technical Administrator Training, which is a course designed for individuals who will be provisioning information on UAS for an Agency.

- Curriculum / Presentations

- Practical Exercises

- Registration & Resource Tracking

Crypto Officer Training

- Completed by Technical Advisor, however, the BRC's assist as needed

Problem Solving

Typical problems solved:

Coordinate the on-boarding of new user agencies.

Respond to incoming requests, action the requests related to existing users of AFRRCS.

Determine eligibility of potential users of AFRRCS to align with operational policies.

Provide guidance to user agencies on use and troubleshooting of AFRRCS.

Identifying themes of user needs based on interactions with stakeholders and proposing recommendations to resolve issues

Types of guidance available for problem solving:

Manager, Business Services - guidance on priority of workload and alignment with PSES/AEMA/AFRRCS direction.
AFRRCS Ops Technical Advisor - providing knowledge, linkages and technical advice related to AFRRCS engineering solutions.
Manager, AFRRCS Operations - providing linkages to implementations of systems solutions

Direct or indirect impacts of decisions:

Direct impact on operational feasibility of AFRRCS for agency users.

Key Relationships

Major stakeholders and purpose of interactions:

Senior and Executive managers within GOA
• AFRRCS status briefings
• Contact is not frequent but critical to the management of agency issues and provincial emergencies.

First Responder Groups
• Primary contact for AFRRCS users and potential users. Responsible for developing and maintaining strong working relationships with user agencies, potential agencies, service providers and various sections of AFRRCS.
• Coordination on network changes and/or technical issues and problems within AFRRCS
• Contact is frequent with varying agencies.

All AFRRCS subscriber community First Responders management teams from across Alberta
• Coordination on network changes and/or technical issues and problems with AFRRCS
• Contact will be regular.

AEMA staff at the POC duty staff
• Delivery of AFRRCS status briefs
• To receive updates on situations that could threaten AFRRCS such as weather or fire updates
• Contact is during emergencies and disasters

Technical staff from municipal support organizations
• Coordination on network changes and/or technical issues and problems with AFRRCS
• Contact will be daily.

Community EOC's across Alberta
• In support to emergency situations with Alberta communities
• Infrequent and dependent on provincial emergencies

Other AFRRCS staff
• Participate in projects as needed with the Business Relationship team as well as with the other units within AFRRCS
• Maintaining records and information related to member agencies and outcomes of agency visits
• Contact is frequent.

Required Education, Experience and Technical Competencies

Education Level
Bachelor's Degree (4 year)

Focus/Major
Public Administration

2nd Major/Minor if applicable

Designation

If other, specify:
Or equivalent.

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

A post-secondary degree in a related field, plus a minimum of two years of related experience is required. Experience in course development and/or facilitating training is required. Stakeholder management experience is required. The ability to use databases and various technologies is critical. Operational experience within a public safety or similar organization is a desired asset. Experience with Land Mobile Radio networks is also desirable. The candidate must be able to obtain and maintain a Secret Level Federal Security Clearance.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	In this role you will need to combine different approaches and perspectives in an effort to help key stakeholders reach solutions and ensure they have the information required to make the best possible decisions.
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 complexity of the work being done by the AFRRCS team requires input from a wide range of internal and external stakeholders. It is critical that they be able to develop appropriate networks and leverage them in order to provide solutions to customers. To do this the incumbent must invest effort in ensuring colleague, client and stakeholder needs are heard and that there is a shared understanding of context.

| 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 | Anticipate, assess, and readily adapt to changing priorities while maintaining resiliency and finding success in an ever-changing environment. They must be able change the way they approach situations so that new ideas and solutions are encouraged, recognized and acted upon. Required to identify alternative approaches and courses of action in complex situations. |

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Head, Corporate & Community Relations
Sport Consultant

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 position
_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Signature

_____   _____   _____
Supervisor / Manager Name   Date yyyy-mm-dd   Supervisor / Manager Signature