

New

Ministry

Communications and Public Engagement

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Intake and Issues Coordinator

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

SCS, Planning and Coordination

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

ED, Planning and Coordination

Supervisor's Current Class

Executive Manager 1

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Intake and Issues Coordinator facilitates the smooth running of a comprehensive system of responses to urgent requests, project management for the branch teams, information and performance measure reporting needs, supporting team training and overseeing the smooth day-to-day operations of the branch. The position also creates and executes strategy to inform product and service development within their branch and liaises with other intake coordinators and field branch communicators to align strategic project outcomes.

This position reports directly to each Executive Directors (EDs) in Strategic Communications Services (SCS) and works closely with branch, division, and other CPE staff as a key role in providing consistent and effective client service delivery of branch services. This position anticipates and identifies relevant issues and ensures the branch teams are positioned to manage and support them.

The incumbent will be the key contact for branch services and will work with a high level of independence to support clients with service delivery. They have a pulse on project outputs, and forecast longer-term requirements to meet strategic outcomes. The intake coordinator is required to provide advice, strategy and support to branch field communications staff and technical specialists within their branch.

This position also provides professional advice, assistance and support to the ED and branch teams in relation to ongoing operational management of the branch, including informing processes, procedures, practices, and training materials to streamline and integrate functions within the branch and across the SCS division.

This position is responsible and accountable to ensure that the EDs and branch leadership are apprised of issues, options and impacts to prepare and/or coordinate the preparation of briefings, project trackers, and supporting materials for senior leadership.

In addition to working with the branch leadership team, this position works closely with project managers and other intake coordinators in the SCS division to ensure collaboration on sensitive and emerging issues. They work with the procurement lead to ensure requirements are met at the procurement level. The position assesses issues, determines their priority, actions and coordinates supporting information and takes appropriate action.

The position's primary focus is to support the EDs in such a way that the EDs can focus on strategic matters that require ED level attention. This involves identifying issues on behalf of the EDs, or elevating issues as required to the attention of the EDs or other appropriate staff.

Responsibilities

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

Strategic Service Delivery: Assesses client requests, determines their priority, actions and coordinates supporting information and takes appropriate action.

- Evaluates and prioritizes complex client requests, ensuring timely and strategic responses while coordinating with branch teams to align with broader government priorities
- Provides strategic advice, planning and guidance on communications projects, working with field communications staff across government
- Reviews and triages branch requests and supports the teams in responding by following appropriate plans, strategies and best practices.
- Ensures the EDs are aware and briefed on emerging requests, proposed solutions, and actions to resolve requests, working with branch staff to resolve any issues prior to reaching a level requiring ED attention and/or intervention as appropriate.
- Leads coordination of Premier's Office (PO), Managing Director (MD), Minister's Office (MO), and Assistant Deputy Minister (ADM) requests on an urgent basis or resulting from project intake and client kick-off meetings.
- Identifies appropriate areas within the branch required to develop comprehensive, integrated support and identifies resources to complete work within timelines.
- Deals effectively with politically sensitive issues raised by PO, MD or ADM, as well as department clients, including providing accurate and timely information and balancing confidentiality provisions, service integrity and the needs of clients and stakeholders.
- Facilitates actions, responses, and integrated solutions by bringing together a complete branch activity tracking system to help inform branch resource allocation.
- Prepares briefing and other materials for the EDs to inform planning and decision-making.

Communication and Information Management: Effectively coordinates information and reporting requirements to ensure the efficient and effective operation of the branch.

- Maintains a high-level awareness of projects and initiatives by attending management meetings, providing support on initiatives, and following-up on action items arising from the meetings. Alerts executives to urgent or sensitive matters and emergent issues with researched potential solutions.
- Establishes, implements, and monitors comprehensive communication and information management strategies to facilitate and enhance communication and information flow within the branch and division.
- Manages and resolves inquiries, often of an urgent and sensitive nature.
- Informs internal processes to support reporting requirements for the branch.

Branch Management, Planning and Support: Provides expertise and input into decisions and planning activities to the branch ED, and, where appropriate, takes the lead to drive operational strategy and ensure successful delivery of

required results. Also develops strategies, communicates, and interprets direction from the EDs to branch representatives. This includes:

- Develops the strategic intent and ensures adherence in product and service delivery within their own branch while also working with field communications staff, project managers and other intake coordinators to ensure alignment.
- Fostering, facilitating, and leading consultation, collaboration, and participation in activities across the branch.
- Reporting on corporate operational planning for the branch, including providing direction to and integrating perspectives of senior branch representatives to ensure plans reflect division priorities and strategic direction of Government.
- Coordinating, and preparing when necessary (short timelines) background information, presentation material and speaking notes for the EDs.

Project Management Support: Provides strategic leadership and oversight to initiatives and projects that address business needs or integrate various branch priorities.

- Leads coordination and oversight over projects as assigned by the AD, Project Management.
- Tracks branch activity and reporting functions.
- Conducts in-depth research and analysis as necessary, consulting with appropriate manager and partners to inform decisions and optimize project outcomes.
- Identifies when surge capacity and support to divisional initiatives and priorities is required.

Problem Solving

Typical problems solved:

The position reports to the ED, Planning and Coordination and ensures that all branch requests are identified, dealt with and that information is available to the ADM and relevant staff so they are informed about new and emerging initiatives or projects. The position will support the assessment of requests and triage and prioritize problem solving and support. The intake coordinator also develops strategy around communications products and services and finds alignment with other intake coordinators, project managers and branch field staff.

Types of guidance available for problem solving:

This position regularly refers to documents and knowledge base (KB) articles for guidance on how to address and review incoming client requests or concerns. While this guidance comes in the form of written documentation, support and guidance for problem solving also comes from the interpersonal relationships that are formed with other intake coordinators, project managers, branch leadership and colleagues in the division.

Direct or indirect impacts of decisions:

Support provided by this position plays a significant role in how the branch is perceived by its clients and stakeholders and, ultimately, by the public. By leading coordination within the branch, this position contributes to how government initiatives and priorities are rolled out to Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

Interacts daily with the branch ED to seek advice and direction, provide updates, and support with information.

Interact daily with project managers and other branch intake coordinators in the SCS division to ensure collaboration on sensitive and emerging issues and to receive direction on projects.

Interact as needed with the procurement lead to ensure requirements are met at the procurement level.

Interacts daily with branch teams to support client requests, consult on direction, and support branch activity.

It is imperative that this position spearhead collaboration with others in the branch and the division to work together

to resolve issues and stay on track with requests amid competing priorities. This is dependent on the ability to establish effective relationships, coordinate resources, solve challenges and demonstrate knowledge of divisional and corporate issues and sensitivities. Interacts as required with ministry staff, communications staff and the Director, Projects and Planning to update on project needs.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- A related degree plus 4 years' experience; equivalencies will be considered.
- Strong project leadership and organizational skills.
- Able to work effectively under tight timelines to address rapidly changing or conflicting needs.
- Ability to manage multiple tasks and deadlines at once.
- Ability to learn and effectively use project tracking tools such as Confluence, Jira, project for Web, Microsoft 365 and SharePoint Online.
- Exceptional at building and maintaining relationships.
- Experience in service delivery is an asset to have theoretical knowledge of service delivery methodologies and best practices.
- Ability to guide clients through exploratory conversations.
- Strong consultative, facilitative, interpersonal and collaborative skills.
- Excellent verbal and written communication skills.
- Detail-oriented and able to maintain a high level of ownership and accuracy on all work activities.
- Ability to identify risks and provide solutions for consideration.
- Can adapt and operate within a high-performance culture.
- Working knowledge of marketing and advertising industry, or willingness to learn
- Strong knowledge and understanding of government policies, initiatives and activities.
- An understanding of Alberta's political system, government decision-making processes and structure.
- Issues management and strong problem solving and conflict resolution skills.
- Training support (oral and written) skills to provide documentation, presentations for both online, group, and personal training initiative.

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	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term	- Must develop and refine documentation, plans and knowledgebase articles that address challenges and potential issues

		<p>view of challenges and opportunities</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> - Evaluation work requires a long-term view of how to measure success and implement improvements - Must be able to see both the big picture and details. Must be able to evaluate broad reaching impacts and use the knowledge to inform and process
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> - Identifies and supports complex issues/problems brought to the attention of Executive Teams that require further support and analysis for resolution. - This role requires a considerable analytical, interpretive and evaluative thinking to synthesize a diversity of information and to anticipate the impact of senior leadership's actions and initiatives. - Ability to assess options and implications in new ways to achieve outcomes and solutions; brings the right people together to solve complex problems and find solutions.
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> -Manages client requests with continually shifting timelines and scope -Develops creative solutions when confronted with roadblocks - Responsible for identifying and flagging issues; working with team to problem solve and alleviate future issues. - Must be able to adapt quickly to changing landscape and priorities, encourage agility in others, and create processes and opportunities that encourage proactive and flexible practices. -Manage client needs and expectations in a challenging environment

<p>Drive for Results</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<ul style="list-style-type: none"> - Proactively identifies process and request pitfalls and develops solutions to remove potential barriers to ensure requests are completed smoothly. - Follows performance evaluation program and defines measurement for success. - Upholds the principles of the branch and takes steps to actively problem solve.
<p>Develop Self and Others</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	<ul style="list-style-type: none"> - Continually grows skills and provides innovative solutions and feedback to colleagues and client areas. - Establishes credibility and initiates relationships with a broad range of people, nurturing these relationships to build trust

Benchmarks

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

PS4, Issues Advisor (50052000), Public Service Commission, CSD Portfolio 1

PS4, Senior Issues Advisor (50061707), Jobs, Economy, and Innovation, DMO