

Update

Ministry

Agriculture and Irrigation

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Operations Manager, South Region

Current Class

Job Focus

Operations/Program

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Outcome 2: Video Ante-Mortem Inspection (VAMI) program implementation and ongoing improvement

Responsibilities Removed:

Outcome 2: Meat Inspector training program coordination / delivery (adjusted to regional scope versus provincial)

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Meat and Dairy Inspection Section (MDIS), the incumbent is responsible for providing leadership for approximately 30 staff and budget of about \$3.5 million per year in the Airdrie and Lethbridge operational areas, comprising the South Region. The role is tasked with developing and implementing operational policy and procedures that provide regulatory oversight and contribute to confidence in the food safety system in Alberta. The position leads a team comprised of two administrative assistants and two regional supervisors, who are responsible for the day-to-day operations conducted by about 30 meat inspectors.

Responsibilities for the Operations Manager South include the leadership and management of meat inspection operations, projects, programs for the section (strategic and business planning, priority setting, budget management, staff deployment), staffing (employee relations, staff classification, staff development, performance management), and occupational health and safety (ensuring staff receive safety training, and testing to meet OH&S standards and requirements).

The incumbent partners with the equivalent Operations Managers in the Central and North regions to provide leadership in developing and communicating operational policy and programs that directly impact the effective application of the *Meat Inspection Act* and Regulations, *Dairy Industry Act* and Regulations, and other legislation relevant to inspection services for meat and dairy programs. Operations Managers act as a resource for the Executive Director, MDIS Director, other members of the Branch and external partners with regard to food safety, animal welfare and inspection, and operational regulatory inspection decisions.

The incumbent collaborates with the MDIS management team to strategically plan for priority programs and activities within the section. Fundamental to success is the incumbent's ability to engage in proactive relations with department staff, industry stakeholders, as well as provincial and federal departments to develop, implement, communicate and advance the section's policies and programs. Involvement in committees and working groups at the municipal, provincial and national levels and across divisions and government ministries is critical.

This position is highly complex, requiring the dynamics of science-based information and experiential judgment to make decisions that impact provincially licensed meat and dairy operators in the context of current Government of Alberta priorities. Decisions are often based on scientific evaluation/risk assessment, together with experiential understanding of food processing, situation awareness of business and operational constraints and opportunities, and legislative requirements. Timelines for decisions are critical, especially during food borne pathogen or reportable disease outbreaks. Some decisions may have significant consequences with regards to the industry and clients (i.e. economic, financial). The position must have a full understanding of legislation, regulations and codes of practice, and be able to analyze decisions from a variety of stakeholder perspectives (Alberta Health (AH), Alberta Health Services (AHS), Canadian Food Inspection Agency (CFIA), Animal Health and Assurance Branch (AHAB), other provinces, meat and dairy industry and the public).

The incumbent has a key role in maintaining positive stakeholder relationships and ensuring a strong connection with industry. This requires the incumbent to maintain current knowledge of issues impacting clients and stakeholders., with regional focus. The incumbent is required to consider and analyze stakeholder concerns, perspectives and expectations along with legislative requirements, animal welfare, food safety thresholds and associated risks when making delegated decisions.

The incumbent assumes an acting role for the MDIS Director as required.

Responsibilities

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

Outcome #1: Provide leadership to assure that operations for meat and dairy inspections in the South Region are maintained and that programs and projects meet the outcomes of relevant plans within the designated timelines. Project management principles are maintained. Synergies and efficiencies are created where necessary.

- Appropriate procedures, staffing, facilities and equipment are in place for essential food safety and animal welfare inspections and monitoring within the region.

- Appropriate partnerships and processes are in place to assist food safety partners as required (e.g., AHS, CFIA, Alberta Milk) within the region.
- Support for surveillance and regulatory support activities is coordinated in alignment with the food safety and animal health work areas within the region.

Inspection service is provided to provincially licensed abattoirs and dairies as required by legislation in an efficient and professional manner. Inspections, assessments, and investigations support market access, regulatory, food safety and animal welfare requirements.

Outcome #2: Provide leadership in the development and implementation of operations to support the delivery of the provincial inspection program within the region. Programs and activities are developed and implemented to meet legislated requirements, industry best practices and address emerging needs.

- Implementation and ongoing improvement of the VAMI program.
- Appropriate procedures, staffing, facilities and equipment are in place for meat inspection program delivery in the region.
- Appropriate measures are in place to monitor and assess program delivery effectiveness.
- New and emerging food safety and animal welfare issues are identified and addressed in collaboration with internal and external partners (e.g., AH, AHS, CFIA, Alberta Society for the Prevention of Cruelty to Animals (SPCA), CFIA, other provinces).
- Specific issues identified by industry stakeholders in the region, the public, or trading partners are addressed.
- Industry stakeholders are engaged on topics impacting their businesses.

This ensures that inspection programs remain current and that the resources are available to support meat and dairy operators and inspection needs in the region. Measures are provided to evaluate the effectiveness of the programs delivered. The section has the capacity to be proactive rather than reactive to food safety and animal welfare issues.

Outcome #3: Provide expertise through analysis, collaboration, and committee participation to inform operational and enforcement decisions.

- Information gathering and risk assessment is conducted to inform operational decisions, enforcement activities and operational planning.
- The incumbent participates on committees and teams that support branch and section activities.
- The incumbent is as an authoritative resource during investigations and enforcement activities, particularly with respect to food safety and animal welfare issues.

This ensures that there is adequate capacity present to respond to noncompliance, investigations and planning. This ensures that inspectors' responsibilities and duties are relevant, effective and efficient and support the ever changing demands of food safety and animal welfare.

Outcome #4: Provide leadership or support for the implementation, coordination and upkeep of meat and dairy inspection directives, guidance documents and standard operating procedures.

- Provide leadership or support to develop and implement directives and standard operating procedures.
- Collaborate with food safety partners to ensure that information sharing is coordinated (AHS, CFIA, SPCA, AHA) and operational alignment with AHS is maintained.
- Training for regional inspection staff is delivered and section-level training improvements are identified and communicated
- Industry collaborations identify industry needs related to guidance documents and plain language regulatory requirements.

This ensures that industry has up-to-date plain language guidance on the requirements of the *Meat Inspection Act* and *Regulations* and *Dairy Industry Act* and *Regulations*, and inspectors have clear direction on how to ensure compliance.

Outcome #5: Effective management and leadership of a regulatory team working in various locations across the South Region.

- Provide coaching and support and hold staff accountable to their roles, responsibilities, accountabilities and authorities.
- Demonstrate professionalism through appropriate words, tone and behaviour for staff to follow and exhibit in their interactions with internal and external stakeholders.
- Participate in strategic and business planning for the section.
- Ensure staff are strategically assigned to maximize effectiveness and efficiency for inspection services in the Central

Region, and collaborate with other operations managers to ensure broader section effectiveness.

- Ensure that staff receive adequate training, feedback, supervision and coaching using the situational leadership model, Alberta Public Service Competency Model and the performance excellence process.
- Provide the section director and supervisors with advice on program, project and budget management.
- Act as a key member of the operations team which sets direction, operational policy and priorities for the section.

This ensures that regional staff are effectively organized and led, consistently perform at a high level and have a clear vision of their contribution to the section and branch operational and AGI business plans. This results in the ability for the branch to respond quickly and effectively to food safety, animal health and welfare and market access issues.

Outcome #6: Section finances as tracked to ensure efficient use of government funds and in accordance with Treasury Board policies.

- Maintain financial accountability for a yearly budget of about \$3.5M as Regional Expenditure Officer.
- Track operational resources and project expenses to ensure alignment with budget allocations for the region.
- Assist with section forecasting and budgeting.
- Ensure that all expenditure officers for the region have the requisite training and certification to carry out their duties.

Finances are effectively tracked and reported as per requirements. Efficiencies and improvements are routinely researched to assure fiscal responsibility.

Problem Solving

Typical problems solved:

This position applies knowledge of a wide range of disciplines to develop unique solutions by the ability to understand complex issues related to meat and dairy processing, animal slaughter, food safety, animal health, microbiology, and animal welfare. With a strong understanding of a project's goals, this position is able to define changes to protocols that address new and emerging problems.

This position must ensure that compliance issues and investigations are quickly addressed while overseeing numerous complex concurrent projects that may involve multidisciplinary teams with multiple complex issues. Considerable collaboration with internal and external stakeholders and partners is necessary to assure appropriate solutions, communications and actions.

This position must plan for projects in an atmosphere of an ever-changing industry, new and emerging issues along with continually changing rules and requirements for food safety and animal welfare. This position assesses new technologies, processes and programs and their application to the future strategic inspection and program needs of the Branch. New equipment, new processes, new methodologies and new models may be evaluated to improve effectiveness, efficiencies and to assure that AGI is meeting Albertans' demands for food safety and animal welfare and access to local food.

This position must have the ability to quickly conduct a risk assessment to solve food safety and animal welfare issues that arise at licensed facilities. Collaboration and communication with numerous stakeholders is critical for the development of appropriate mitigation strategies. The incumbent must have the ability to deal with multiple issues and multiple priorities.

Challenges faced by this position require above average analysis, reasoning, evaluation, judgement and problem solving skills. Situations vary and require creative approaches to problems and challenges. Some decisions are high-risk/high consequence economically, socially and politically.

Examples of difficult or challenging situations faced by the position, include:

- Maintaining Ministry credibility in providing assurances to Albertans that the inspection process continues to provide assurances of safe food and that animal welfare practices are maintained.
- Maintaining Ministry credibility in assuring that reasonable accommodations are made in regards to religious rights and expectations.
- Maintaining Ministry credibility with Albertans and the industry during investigations and foodborne illness outbreaks.
- Dealing with difficult operators and providing regulatory support to staff who are often challenged when enforcing regulatory requirements.
- Assessing food safety risk in unique facilities and operations across a region, while maintaining compliance and enforcement consistency across the province.



Types of guidance available for problem solving:

- Direction from, and consultation with, the Director and senior leadership.
- Consultation with Program Support Manager and Operation Managers (North and Central).
- Consultation with HR and Employee Relations.
- Consultation with department OHS consultant.

Direct or indirect impacts of decisions:

Slaughter activities as well as meat and dairy processing activities are inherently high risk from a food safety perspective. The potential health consequences of consuming improperly processed meats or dairy products can result in long-term health consequences and death.

This position oversees critical operations at a regional scale, as well as supports provincial program delivery. Decisions may impact public health and animal welfare in the province. These decisions are not only required to provide assurances to the public, but also to position the provincial food industry for long-term competitiveness.

This position collaborates with stakeholders to ensure that programs, resources and training are in place to accomplish vital functions that are essential to food safety and animal welfare to support of the goals of the Branch.

The decisions and directions of the branch have a direct impact on the competitiveness of provincially licensed facilities (dairies, meat facilities and mobile butchers), as well as the safety and well-being of all Albertans. Ability to impact, motivate, make changes and influence practices within the Alberta food processing industry can be significant.

Integrity of inspection programs, policies and processes is also critical to protect provincially licensed facilities. If the public lost trust in the inspection system, the viability of the industry could be severely compromised or lost.

The branch's responsibility for ensuring humane treatment of livestock in provincial abattoirs is critical. If the section were negligent in ensuring humane treatment of livestock, the risk to an entire provincial livestock sector could be severe.

Meat and Dairy Inspection Section staff play a critical role in surveillance, by assuring that ante and post-mortem inspections are conducted on each animal to assure Albertans that their meat is safe. Also, this provides a safeguard to the industry in terms of detection of reportable and notifiable livestock diseases. For example, it was a provincial meat inspector that identified Canada's first BSE case.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- MDIS Director, FSB Executive Director, other FSB management and staff, AHAB management and staff, Human Resources staff, and Communications
- Daily
- Providing sound strategic direction and advice; resolving issues; providing effective inspection services; managing staff performance on initiatives; managing industry relations; collaborating on research or surveillance projects.

External

- provincially licensed facility owners/operators and managers
- As required
- Proactive relationship building, problem solving, issue clarification, dispute mediation.
- Alberta Justice, Monthly - Seek legal interpretation of legislation as issues emerge and recommend regulation changes.
- Alberta Health and Alberta Health Services, Ongoing (as needed) - Open communications for ongoing

liaison to discuss food safety issues, coordination of roles.

- Alberta Environment and Protected Areas, ongoing (as needed) - Open communications for ongoing liaison to discuss environment protection issues.(e.g., water or zoning issues)
- Canadian Food Inspection Agency (CFIA), Ongoing (as needed) - Open communications to support harmonization and cooperative efforts of inspection programs
- Provincial Inspection Groups, Ongoing (as needed) - Open communications to compare systems and to draw ideas and best practices for provincial inspection.
- Alberta Society for the Prevention of Cruelty to Animals (ASPCA), ongoing (as needed) - Mutually beneficial information sharing and cooperative efforts pertaining to Animal Welfare
- Industry related organizations (Alberta Food Processors Association, CCIA, ASPCA, etc.), ongoing (as needed) - Open communications with industry representatives for ongoing liaison to discuss issues of concern.
- Educational and other training organizations, ongoing (as needed) - Collaboration on new knowledge/ technologies, training associated with food safety modernization, risk assessment, and food safety practices.

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:

This position requires post-secondary education in a related field (e.g., food science, food safety, animal health, agriculture, veterinary sciences) plus 6 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 = 1 year of experience

This position requires extensive knowledge and understanding in the following areas:

- GoA and Ministry mandate, business goals and objectives
- Applicable legislation, regulations, frameworks and guidelines (*Meat Inspection Act, Animal Protection Act, Livestock Identification and Commerce Act*)
- Technical knowledge regarding inspection processes, slaughter, livestock handling, and meat processing
- Scientific knowledge of food safety, microbiology, zoonotic pathogens, disease pathology in livestock, and surveillance principles.
- GoA and Ministry decision-making processes and applicable directives and policies
- Strategic thinking and planning with the ability to translate strategy into business and operational plans
- Expertise in process and procedures development, accountability frameworks and understanding of corporate and administrative operations.
- Issue management, risk management and change management principles methodologies and processes.
- Occupational Health and Safety programs and requirements.
- Incident Command Systems and emergency response.
- Knowledge of scientific research processes, project management principles, and data analysis are required.

This position requires the following competencies

- strong leadership skills in a politically sensitive and diverse environment
- strong issues and project management skills to handle multiple priorities
- strong people skills to manage a diverse workforce with the ability to select, mentor and motivate staff
- effective communication, conflict resolution and facilitation skills
- advanced problem solving, organizational and resource management skills

- ability to manage budgets and assigned resources and the reallocation of those resources to address new pressure and business changes
- ability to develop strong interpersonal relationships at all levels with internal and external organizations
- ability to access complex situations and provide advice to staff, ADM, and Divisional and Regional leadership teams
- ability to facilitate and promote collaborative and integrated initiatives
- ability to work cooperatively and productively with others to achieve agreed upon goals

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input 	

		into change initiatives • Maintains stakeholder relationships	
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 • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	

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
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature