

Ministry

Transportation and Economic Corridors

## Describe: Basic Job Details

### Position

Position ID

Position Name (30 characters)

Licensing & Training Specialist

Current Class

Requested 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

TSS, DCVS, Exams, Licensing & Support

☐ 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:

- As a result of a recent Divisional functional and organization review, the position's primary focus is now on managing the licensing and training program for driver training schools, driving instructors, and driver examiners to ensure those regulated areas are sufficiently trained and licensed in alignment with legislation, regulation and policy and to adhere those with the provincial driver licensing program.
- Development and delivery of curriculum and related refresher and in-service content.
- Support to the Monitoring and Compliance Branch with auditing/investigation and complaint resolution will increase.

Responsibilities Removed:

- Responsibilities of provisioning of driver examinations have been removed.
- Oversight, complaint resolution, auditing and investigation activities have decreased in focus.

## Job Purpose and Organizational Context

Why the job exists:

Driver, Carrier and Vehicle Services 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 and Licensing Section is primarily responsible for the licensing and training of Driver Training Schools, Driving Instructors and Driver Examiners, conducting and scheduling of driver examinations and providing subject matter expertise in the licensing of drivers in Alberta.

The Licensing and Training Specialist is responsible for screening Driver Training Schools, Driving Instructors, Driver Examiners, and special delivery agents and instructors to determine conditions for licensing have been met and recommending licensing decisions for formal approval. The Specialist also develops and delivers training and conducts theory and practical examinations for driver instructor applicants for all classes for driving instructors and driver examiners. The Licensing and Training Specialist is licensed as a driver examiner in all classes and conducts driver examinations for the public as required.

Advice is provided to multiple stakeholders regarding licensing and testing requirements and interpretation of related policy and legislation. Subject-matter-expertise is provided to develop, review and approve curriculum content and the development of policy and legislation.

## Responsibilities

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

### Training Development and Delivery

- Provide subject-matter expertise across multiple topics and work with designers to create training curriculum.
- Facilitate formal and informal training courses and sessions with class sizes ranging from 1 - 30 participants (e.g., Class 1, 2, 3, 5 and 6 entry level and refresher driver examiner training).
- Facilitate Train-the Trainer sessions for Instructors that train new drivers (e.g., Air Brake Train the Trainer and School Bus Driver Improvement Program Train-the-Trainer courses).
- Review and approve curricula provided by the driver training industry to ensure adherence to the provincial regulations, policies, and guidelines and inform the department's approval.
  - 1, 2, 3, 4, 5 and 6 Driver Training Courses
  - Defensive Driving Courses - in-classroom and on-line
  - Professional Driver Improvement - in-classroom and on-line
  - School Bus Driver Improvement Program
  - Light Vehicle Professional Driver Improvement Course
  - Air Brake Courses
  - Advanced Driver Training
  - Alberta Long Combination Vehicle Program
- Evaluate training content and materials and implement lessons learned through delivery to maintain valid and high-quality training.
- Incorporate regulatory and leading practice content so that all content is current and accurate.

Screening, and testing Driving Instructor and Driver Examiner applicants in compliance with all established requirements.

- Conduct all road tests for licenced Driver Examiners requesting upgrade of their drivers' licences.
- Guide applicants through the licensing process for to ensure classroom theory and practical in-car portion are successfully completed prior to licensing.
- Develop and present recommendations to proceed or deny licensing based off set criteria established by the department.
- Conduct theory and practical examinations for driver instructor/driver examiner applicants in all licence classes.
- Prepare disciplinary letters for suspension and cancellation of driving instructor and driving examiner licences for recommendation to Team Lead and management.

#### Licensing Driver Training Schools in alignment with the Driver Training School Procedures Manual

- Assess each School to determine and assure it meets all requirements as defined in the school opening procedure.
- Inspect and approve classrooms across the province.
- Inspect and approve Class 1, 3 and Class 6 "on lot" training areas.
- Review and approve curricula and training materials as required.
- Prepare disciplinary letters for suspension and cancellation of driving school for recommendation to Team Lead and management.

#### Subject-matter-expertise and advisory services.

- Respond to enquiries from licensees and the general public on a broad range of topics.
- Provide subject-matter content to the Monitoring and Compliance Branch to inform and support their auditing/ investigation and complaint resolution.
- Research and develop program-level reports on a range of assigned topics.
- Identify recommendations for program level changes and participate in the development and implementation of revisions and improvements
- Provide subject-matter-expertise to inform policy, process and/or legislative changes.
- Draft responses to ministerial action requests, as required.

#### Driver Training and Driver Examination Program administration.

- Create and maintain physical and electronic files for Driver Instructors, Driver Training Schools, and Driver Examiners.
- Track and issue government audited inventory and other supplies to examiners, school and agents.
- Maintain licensing database (TSIS) and contribute to statistical data and reports on program delivery.
- Maintain monthly statistical information for all work generated.
- Maintain database and ensure accuracy for information entered into department systems areas of Microsoft Word, Excel, Outlook, RoadsScholar, Motor Vehicle Systems (MOVES), and TSIS.
- Track and issue government audited inventory and other supplies to driver examiners, driver training schools and registry agents.
- Conduct road testing for the general public, as required, determining final pass/fail.

#### Contribute to the Team's achievement of priorities and unit business goals

- Raise awareness to emerging issues of significance and participate in their resolution.
- Draft reports and responses to requests for information and briefings etc.
- Identify opportunities for improvements and participate in their development and implementation.
- Complete regular quality assurance to ensure data and licensing integrity, compliance with required policy and legislation, and consistency across team operations.

### Problem Solving

#### Typical problems solved:

- Licensing, or delicensing, decisions involve multiple factors that must be assessed in compliance with government policies, regulations, and legislation and be sensitive to the political and stakeholder situations. As a licenced driver examiner, the Specialist determines the outcome of license testing for all classes and recommends licensing for Driver Training Schools and Driver Instructors. Fairness, accuracy and transparency are critical.
- Subject-matter-expertise and Driver Training and Driver Examination Program advice provided are on a variety of topics, which adds to the challenge of the position (e.g., a driver instructor enquires about how to judge a particular element of a driver's test for a unique situation. The Specialist must be able to interpret policy and evaluate multiple factors to provide the best resolution, and influence action or behaviour in others to apply the interpretation.
- When delivering training the Specialist must be able to adapt content and facilitation style to meet the diverse needs of the learners. This draws on creativity and interpersonal skills as well as application of adult education theories and approaches.

Types of guidance available for problem solving:

This position works within the parameters of established legislation, regulations, policies, plans and guidelines with significant discretion in determining priorities and areas of focus and how responsibilities are performed. The Team Lead and Manager provide guidance for more complex problem solving; professional knowledge, consultation with peers, and experience also contribute to problem-solving. When problem-solving, multiple inputs and perspectives must be integrated and assessed using sound judgement and analytical skills.

Direct or indirect impacts of decisions:

The work of this position impacts:

- the licensing of Driver Training Schools, Driving Instructors, Driver Examiners through delivery of the Driver Training and Driver Examination Program; these roles are essential to Albertans having all types driving licences for their work and personal lives. Licensing and training also impact the safe and efficient movement of people and goods on Alberta roadways.
- the development of high-quality curriculum to provide various types of driver training.
- ongoing development and evolution of program improvements, policy and legislation through the provision of subject-matter expertise.

## Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Team - collaborate, provide back-up and share information, mentor new staff
- Team Lead and Manager - provide advice and research and develop reports as needed; raise awareness to emerging issues of significance; provide input into team planning; provide licensing recommendations
- Other division units - provide subject-matter expertise to curriculum designers; advise on licensing and training topics; collaborate on common/related initiatives
- Cross Ministry working groups - provide subject matter expertise and advise on licensing and training; collaborate on common/related initiatives

External

- Driver Training Schools, Driving Instructors, Special Delivery Agents and Driver Examiners - provide advice, resolve issues, and provide training and testing related to licensing and training; evaluate licensing applications

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Education

2nd Major/Minor if applicable

Other

Designation

If other, specify:

Related field (e.g., Arts)

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

Experience

- At least two years related experience in the field of driver training and licensing. Education and experience equivalencies will be considered.
- A valid Alberta Class 1 operator's licence, airbrake certificate, school bus endorsement
- Licensed as a Driver Examiner in all classes

Technical Competencies, certification and/or training

- Required to travel extensively within the province of Alberta to complete training, testing and complete opening audits of driver training schools prior to licensing
- Knowledge of theory and principle of effective adult education and learning
- Highly developed training and facilitation skills for the formal instructor and examiner training and to guide licensees to ensure policies and procedures are being upheld

- Extensive knowledge and ability to use business productivity applications and program systems (e.g., Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Outlook, and PowerPoint; learning management systems; program information management systems)
- Working knowledge of legislation and regulations such as the *Traffic Safety Act*, Driver Training and Driver Examination Regulation, Operator Licensing and Vehicle Control Regulation and all associated regulations and orders, *Freedom of Information, Release of Information Act*, as well as departmental policy and procedures and guidelines established by Government
- Highly developed written and verbal communication skills, including the ability to develop and deliver recommendations to management, deliver classroom training, and deal effectively with a broad range of stakeholders
- Relationship development skills to develop and maintain collaborative working relationships with clients, stakeholders, and partners
- Demonstrated initiative, professional judgement and flexibility when representing the Driver Training and Driver Examination Program on committees and working groups
- Highly developed organizational and time management skills, including the ability to manage multiple responsibilities within a dynamic environment with heavy caseloads
- Commitment to client services by confidentiality, discretion, tact, continuous improvement, and innovation.
- Strong analytical and problem-solving skills to make reasonable decisions in areas where policy is not fully developed or, in unusual circumstances, outside of policy
- English communication (e.g., written and verbal communication, presentations, briefing notes, action reports, and telephone action reports), which result in accurate, plain-language, comprehensive and succinct information being provided verbally or in writing
- Creativity to participate in the development of engaging training curriculum to meet diverse learner needs and maintain compliance to existing policy and legislated requirements

## 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Focuses on continuous improvement and increasing breadth of insight:</b> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	Asks questions to understand a problem. Looks for new ways to improve results and activities. Collects breadth of data and perspectives to make choices.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Works to exceed goals and partner with others to achieve objectives:</b> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to</li> </ul>	Holds self and others responsible for results. Partners with groups to achieve outcomes. Aims to exceed expectations.

		achieve outcomes • Aims to exceed expectations	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques	Works on maintaining close relations with all stakeholders. Identifies key stakeholder relationships. Has contact with range of interested parties. Actively incorporates needs of a broader group. Influences others through communication techniques.

### 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.