

## New

Ministry

Advanced Education

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

ADS Advisor

Requested Class

Administrative Support 4

Job Focus

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

#### Job Purpose and Organizational Context

Why the job exists:

This position reports to the Apprenticeship Delivery Services (ADS) Advisor Team Lead and requires the ability to work both independently and in a team environment. The ADS Advisor is the primary contact who provides consultative advice and expertise to Alberta's industry which includes clients, employers, sponsors, AIT Officers, training providers, unions, trade associations and labour brokers (Alberta's Industry) to ensure consistent interpretation of Skilled Trades and Apprenticeship Education (STAEA) legislation, regulations, policies and programs.

ADS Advisors coach clients through unique and complex requirements for over 50 apprenticeship education programs to ensure educational and on the job training requirements are achieved to obtain certification and credentials. Advisors must also have strong knowledge of other application programs such as Blue Seal, Red Seal, Qualification, Prior Learning Assessment and services such as transcript and certificates/credentials document replacement.

Service delivery is conducted through in person counter service, examination delivery, the 1-800 provincial contact centre, email, provincial on line work queues and digital document management. The work environment is fast paced as the Advisor is handling high volumes of complex and varied inquiries from throughout Alberta. Advisors must have knowledge of service levels and any unique business/examination requirements and limitations for 12 Apprenticeship & Industry Training offices to manage client expectations

to minimize escalations and achieve first call/contact resolution.

The impact of decisions and recommendations made by this position are significant as they influence the manner in which apprentices' progress towards certification and credentials in a timely and cost effective manner. Exemplary communication, interpersonal, organizational, multi-tasking and client service delivery skills are required. The complexity of inquiry handling results from the critical need to understand the unique educational, examination and on the job work hours required to achieve certification and credentials for each of the approximately 50 apprenticeship education programs to ensure program integrity.

The Advisor must take ownership of escalated issues and complex inquiries to ensure first contact resolution through interpretation and application of applicable legislation, regulations, policies and procedures including coordination with other program areas such as Exams and Assessment Certification Business Integration (ACBI). Escalated issues may be brought to the attention of the Advisor in one of several ways which includes Alberta's industry directly and through Action Requests from the ADM, DM or Minister's office or through other Government of Alberta ministries. Escalated issues are complex, unique and often emotionally charged. Detailed review, research and potential involvement with other internal stakeholders is required.

Harmonization which is Alberta's collaborative work with apprenticeship authorities from across Canada to improve the alignment of Red Seal trades' apprenticeship education programs to better enable apprentices to complete their apprenticeship through enhanced worker mobility in Canada increases the level of complexity. Advisors must have specialized knowledge to accurately counsel transient clients working and schooling in more than one jurisdiction.

This position functions within the parameters of applicable government and Ministry legislation, regulations, policies directives and procedures. Most decisions are made independently however clear policy is not always available requiring some interpretation of policy and procedures. Opportunities for improvement in operational policy/procedures or STAE processes are identified by this position to the Advisor Team Lead based on tracking calls and issues over time. All work is guided by the Government of Alberta's core values of respect, integrity, accountability and excellence.

## Responsibilities

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

### **1 Serve as first point of contact on Alberta's Skilled Trades and Apprenticeship Education system with apprentices, employers/sponsors/mentors, training providers and the general public (Alberta's Industry), including inquiries from overseas and from other areas of North America:**

- Advise registered apprentices on requirements to progress in their apprenticeship, including classroom instruction and examinations, on-the-job training, employee-employer/sponsor/mentor responsibilities, competence portfolio, journey person certificate and credentials requirements. Advise prospective apprentices on steps and requirements to register for apprenticeship in Alberta.
- Apply advanced knowledge of MADi, MyTradeSecrets and ATOMS functionality to provide technical expertise and guidance to registering apprentices and their employers to troubleshoot any on line application issues or delays.
- Review and evaluate time credit letters for on-the-job training, contact employer to discuss discrepancies, and determine number of years/months/hours that the apprentice is required to serve in order to complete his/her apprenticeship.
- Review and assess academic credentials of applicants who are technical school graduates and others with prior academic training, and determine the numbers of periods of technical training that the applicant must attend during their apprenticeship.
- Assess, approve and register or reject a variety of apprenticeship applications (education

agreements) following up on any deficiencies as required. Issue Apprentice Program Information (API) packages, process prior learning assessments, review and process competence portfolio's and transfer forms. Perform audits for period completion which initiates the advancement of standing in apprenticeship, amend apprenticeship education agreement and issue and replace as needed; provide other follow-up services as required.

- Assess and recommend eligibility for Journeyperson certification following a comprehensive review of the apprenticeship file to ensure the apprentice has fully completed all aspects of the education agreement and qualifies for Journeyperson status.
- Advise industry employers on key aspects of Alberta's Apprenticeship and Trade Qualifier programs including agreements/contracts between employee and employer/sponsor/mentor, designated trades restricted activities, supervision requirements and pay schedules for registered applicants.

## **2 Provide advisor support for delivery of client services:**

- Demonstrate a sound working knowledge of Skilled Trades and Education Act (STAEA), trade regulations, policies and procedures, and branch operational plan objectives.
- In-depth working knowledge of policies and procedures, digital document management, application assessment and registration, progression monitoring, ATOMS system, AIT Encyclopedia, Apprenticeship Internet Website and Intranet Site.
- Interact with clients and stakeholders using superior and consistent telephone etiquette, call scripting and call handling skills to increase delivery efficiency, enhance the client service experience, reduce costs and achieve established service metrics.
- Identify and report statistical trends and issues making recommendations that can affect decision making of senior management to prevent issue recurrence, improve client service and consistency of service delivery. Participate in the ongoing improvement of processes and policies.
- Assist in providing one on one training and mentoring to new Advisors to ensure new staff are adequately trained following established training plans.
- Exercise a degree of independent decision-making in applying professional standards to personal judgment and objectivity in dealing with varied clients and their unique circumstances by utilizing conflict resolution skills to contend with clients who become frustrated and aggressive due to circumstances, and to de-escalate tense or threatening situations.
- Co-ordinate Pre-Employment classes at educational institutes, ensuring educational prerequisites are met; process applications and fees, coordinate and schedule exam date and location.
- Ability to contribute in a fast paced team environment through meetings, project committees and shared responsibilities despite competing priorities.
- Requires a working knowledge of the procedure to handle out of province exam packages for clients writing exams from another jurisdiction in Alberta or clients writing an Alberta exam in another jurisdiction. Responsible to manage exam details with the ISEC rep, invigilate exams, mark exam score sheets and prepare various packages to be received and/or sent back to ISEC rep via Loomis express or inter-office mail.

## **3 Provides program support for delivery of examination services**

- Monitor assessment requests to provide time sensitive scheduling of trade related exams for clientele, modifying client exam requests, and provide supervision of in office examinations, as

required.

- Responsible for exam centre inventory and audit controls are completed as per requirements and standards; report and participate in addressing any deviations, provide appropriate exam integrity and security.
- Responsible to manage supports for both clients with English as a second language, review medical documentation for clientele with accommodation needs, contact exam candidates as necessary to provide information about upcoming scheduled exams.
- Maintain valid Commissioner of Oaths, when necessary. Attesting a solemn statement of oath with clients that require interpreters. Supervise exam sittings, maintaining exam integrity, discourage any form of cheating. If an exam compromise occurs, compile proof and create reports to submit to management.
- Prepare class lists, determine quantities, exam inventory, sort and pack appropriate exams and provide support to other ADS advisors or ADS officers who will be invigilating the examinations.
- Audit answer sheets received against candidate lists and prepare for the exams to be scanned and marked in office.
- Provide guidance as needed with other regional offices personnel on exam record management matters, issues and processes.
- Liaise with office staff and training institutes to ensure exam processes are coordinated, comprehensive, and delivered in a timely manner.
- Communicate with EI Benefits regarding attendance and withdrawals of apprentices.

#### **4 Provides advisor support for fee payments, record management, and information security.**

- Process and queue fees, Manage NPOs for Invigilators/readers/markers in 1GX, reconcile daily office revenue, accept payments, request refunds, transfer fees and manage Exams Paid Fee list. Adhere to payment card industry (PCI) compliance.
- Order and generate disposal request of documents as required according to government operational policy and procedures.
- Prepare exam packages to be shipped to other regional offices through Loomis or inter-office mail, responsible to manage exam packages sent from other regional offices.
- Manage confidential forms for archiving and maintaining records according to government requirements to maintain privacy.
- Adhere to FOIP guidelines when engaging with the public by authenticating clients or verifying third party consent to maintain privacy requirements, recognize any potential FOIP breach and initiate the reporting and resolution process.

### **Problem Solving**

Typical problems solved:

The complexity of programs, issues and challenges has increased significantly in recent years, due to the introduction numerous new technology enhancements, program policies, and initiatives. Challenges for this position arise from leading the delivery of client services administrative operations and balancing the department's goals with the expectations of clients and stakeholders. Challenges can be unique, and made

more complex by several factors (example - specific trade program requirements).

Adding to the complexity of this position is the continually changing nature of policies, process and guidelines while handling clients throughout the province and not in a specific region. The Advisor must be able to quickly retain and recall new information and utilize content heavy resources independently such as AIT Encyclopedia and SharePoint to ensure accurate responses to maintain program integrity.

Increasingly, the Advisor requires a degree of technical proficiency due to the introduction of on line applications and the ability for clients to upload life cycle documents via the digital document management system. Advisors troubleshoot and direct clients through the process who may be using a variety of browsers and electronic devices.

This position is expected to evaluate and address client and stakeholder issues within the context of operational policy and administrative framework. Issues are diverse, some issues require detailed review, and discretion may be required to resolve client concerns while maintaining consistency with program standards. The numerous issues that arise also require that the position exercise good judgment in deciding when to consult with other senior colleagues.

Types of guidance available for problem solving:

Assistance is available via legislation, regulations, operational policies, AIT Encyclopedia, peers, Exam Liaison, ADS Officers, ADS Officer Team Leads, ADS Regional Manager, ADS Associate Regional Manager, ADS Director, and leaders in other ADSS branches.

Direct or indirect impacts of decisions:

This position is responsible for a substantial portion of program processing and assessment, 1-800 client contact center information service delivery, in-person client counter support and in office exam delivery. The information and support provided to clients, stakeholders, and Alberta's industry made by this position has a direct impact on the quality and integrity of program delivery, cost of the service provided and overall program delivery success.

## Key Relationships

Major stakeholders and purpose of interactions:

Office staff or staff in other regional offices

Institute Liaison

ADS Advisors

Provide advice and assistance with apprenticeship questions, share information; provide support on processes.

Frequency-Daily

ADS Advisor Team Leads in Calgary, Edmonton, and Red Deer

Share information; provide support on processes.

Frequency-Weekly

ADS Officers

Share information; seek or provide input on program and process changes.

Frequency-Daily

Managers and Senior Managers in ADS

Share information; seek or provide input on program and process changes.

Frequency-Ongoing

External clients or apprentices  
 Coordination of exams schedules, counseling exams results and areas to study for re-attempts, provide apprenticeship and Trade Qualifier information and review/audit documents to be processed when required.

Other client groups or any other organization that we invigilate exams for  
 Coordinate invigilation

External  
 Provide program information; technical training institutes, employers, labour associations, general public.  
 Frequency-Ongoing/Daily

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Business	Education	

If other, specify:  
 Minimum 3 years program delivery experience

Job-specific experience, technical competencies, certification and/or training:  
 Minimum of 3 years program delivery experience working in a client service focused environment is essential.

In person, contact center, 1-800 client support, technical support and training is an asset.

Experience directly related to the apprenticeship education program is an asset.

Experience with the use of Microsoft products and skills in utilizing applicable software applications.

Ability to self-manage (self-motivated) and work independently given varied work schedules and work locations (hybrid and 12 offices urban and rural).

Effective communication and active listening skills, organizational and time management skills and independent problem-solving abilities.

Ability to retain and recall high volumes of information quickly.

Attention to detail to ensure data integrity for all records and consistency in information delivery.

Understanding of project management skills would be an asset.

Valid Commissioner of Oaths 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		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change	

		<ul style="list-style-type: none"> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <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>	
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	

**Benchmarks**

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