

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Senior Operations Coordinator	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Forestry and Parks
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Requested Class

Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Regional Operations Senior Operations Coordinator is responsible for providing the Executive Director and the Branch Leadership Team with coordinated, responsive issues management, as well as managing the daily operations and business flow in the Executive Director's Office. As a trusted advisor, the Senior Operations Coordinator ensures that the Executive Director and division leadership receive timely and accurate briefings and advice on current and emerging topics.

The Senior Operations Coordinator assesses issues, determines their scope and priority, coordinates relevant resources, and takes appropriate action to ensure that issues are suitably resolved. This includes working with regional offices and representatives working both in office and in field to develop, implement, and monitor information flow protocols and reporting rhythms.

The Senior Operations Coordinator will lead, support, or execute various initiatives that support branch-wide activities or priority projects, as assigned by the Executive Director. The Senior Operations Coordinator may be assigned to resolve internal issues and assume tasks related to operations coordination and management, strategic planning, stakeholder management, and legacy files within the Branch. The Senior Operations Coordinator plays a critical role in triaging and prioritizing issues for branch and executive action.

This position requires:

- the ability to constantly shift priorities in accordance with the evolving operational requirements;
- exceptional organizational, communication and information management skills;
- the acumen to develop solutions to problems that facilitate and enable front line service delivery;
- the ability to distill disparate pieces of information from a variety of sources in order to synthesize the information into a clarified, holistic product;
- an awareness of the roles and responsibilities of various ministry, government, and non-governmental entities to efficiently resolve issues;
- knowledge of the applicable pieces of legislation that may affect Parks Operations Division (Parks Act, FOIP Act, Access to Information Act, Public Lands Act);
- an understanding of Parks Operations Division's mandate and platform commitments (including conservation and recreation management planning, parks classifications/designations, stakeholder relations, and tourism);
- an awareness of corporate priorities and delivery process; and
- an ability to work within corporate processes to manage and resolve issues, while ensuring information flow with the necessary individuals.

The Senior Operations Coordinator works closely with the ADMO of Parks Operations Division and the Parks Divisional Leadership Team to ensure operational alignment and overall synchronization. The Senior Operations Coordinator provides leadership and coaching as the primary supervisor for the staff within the Executive Director's office.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

The day-to-day activities of the Senior Operations Coordinator are purposefully fluid to enable reactivity to the most current pressing issues that arise in the branch, division, or department.

1. Leads issues management, current operations program management, and inter-Divisional delivery coordination for Alberta Parks' Regional operations, ensuring relevant issues and initiatives are identified and appropriately managed:

- Establish and maintain effective relationships and communication linkages with Executive Director, ADM's Office, Communications, regional representatives, and departmental branch contacts.
- Establish, implement, and monitor issues tracking mechanisms for issues impacting regional operations.
- Track branch issues and initiatives to ensure timely progress and maintain situational awareness.
- Coordinate and support issue resolution with partners and stakeholders.
- Identify emerging issues and/or concerns for the Executive Director and ADM.
- Provide advice to the Executive Director and Regional Directors on issues' communication and implementation strategies as required. Follow up with approved strategies, communicate results and outcomes, and advise for revision as required.
- Oversee current operations programs including, but not limited to: fire ban coordination, safe beaches, and green jobs.
- Coordinate with supporting Branches and units in the delivery of the Alberta Parks Program including, but not limited to: Crown Lands Enforcement Branch, Forestry Division branches, and Lands Operations North and South Delivery, Corporate and Strategic Services.

2. Monitor and maintain situational awareness of current operations:

- Develop, implement, and coordinate the Branch operational reporting framework as the primary mechanism in which to maintain internal situational awareness.
- Provide branch issues management integration and oversight by developing and reviewing situation reports and action request reporting metrics.
- Coordinate the Regional Operations Integration Committee meeting.
- Develop the weekly Branch dashboard in collaboration with the ADMO coordinated Divisional dashboard.
- Maintain situational awareness of emerging events or risks with the potential to impact operations.
- Maintain Regional Operations risk register.
- Maintain effective relationships with forecasting partners (e.g. Wildfire, River Forecasting Centre).
- Produce the annual year-in review report.

3. Manages the daily operations and business flow within the Executive Director's Office:

- Supervise Executive Director Office staff.
- Plans, prioritizes, and coordinates work flow in the largest operations branch in Forestry and Parks.
- Provides work planning, coaching and development for Executive Director Office staff working on briefing materials, stakeholder relations, and project management.
- Direct, initiate, and assign actions to ensure effective and timely issue resolution.
- Ensure the effective and efficient coordination of all action requests.
- Support Administrative Support staff and Regional Directors in determining immediate course of action for all incoming requests; when appropriate consult with Executive Director and/or ADM Executive Advisor.
- Conduct validation of staffing requests, human resource documents, and oversee the implementation of staffing request processes.
- Review incoming reports to Executive Director's Office and direct and/or redirect for action, as required.

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- Attend meetings on behalf of the Executive Director, as required.
- Develop and maintain strong branch information and records management protocols.
- Manage information management systems for regional coordination and tracking, including staffing information, program development, system integration, and finances.
- Ensure the provision of effective administrative and calendar management support to the Executive Director.
- Manage the Executive Director Office budget.

4. Reviews and/or develops correspondence, communication and briefing materials for efficient and transparent communication, understanding of issues, and advice within the department and externally:

- Draft and develop correspondence, presentations, and briefing materials for the Executive Director.
- Develop, review, analyze, and revise, action requests from the Minister, DMO, and ADM Offices.
- Work with Communications on preparation of media/information releases, etc; provide advice and insight on specific division issues.
- Build and monitor branch procedures for fulfilling obligations regarding corporate processes, government priorities, and branch issues.
- Coordinate responses, as necessary, to information requests from the Minister, Deputy Minister, ADM, Communications and other divisions within Forestry and Parks.
- Identify and develop tools to proactively manage information needs of the Minister, Deputy Minister, and ADM, and other special projects, as required.
- Provide leadership guidance and support to regional branch staff involved in action requests.
- Coordinate information requests from various staff members, other government departments, agencies and stakeholders, as required.

5. Supports the Executive Director in developing, coordinating, and communicating business reporting tools such as divisional business plan items, strategic and organizational design plans, with the regions, ADM's office, and other Forestry and Parks Divisions, as required:

- Research, report, and provide advice on specific issues for the Executive Director.
- Manage content and updates of business plan items and plan/coordinate business planning sessions.
- Assist Executive Director with budget planning and tracking (in conjunction with Finance Section) and meet and liaise with necessary staff.
- Assist Executive Director with the development, implementation, and communication of the Branch strategy and organizational design.
- Work with Regional Directors to review division issues and plan strategies to respond to them.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position is accountable for timely and accurate responses to action requests from the Minister's office, DMO, ADMO and department divisions; where appropriate, this position signs off on behalf of the Executive Director.

- *Operational situational awareness and reports:* coordinate regional operational situation reports, annual, and quarterly reports; coordinate in- house meetings with the Executive Director; work closely with the Executive Director and Regional Directors to monitor key priorities and goals for the year and maintain overall situational awareness; ensure that action requests, briefing notes, and information requests are completed in a timely fashion.
- *Document review:* review and revise action requests.
- *Issues tracking:* monitor targets set by the branch; ensure that priorities are consistent with branch and

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divisional operating and business plans; track major division initiatives to ensure timely progress; follow up on action items identified by the ADM to the ED; ensure briefing notes are directed appropriately, meet the intent, are succinct, accurate, properly formatted, and delivered within timelines provided by the department.

- *Issues management:* anticipate and identify new issues, manage, and maintain communication/information on existing activities; ensure that the department's Communications and Public Engagement section is aware of potential issues that may be of interest to the media.
- *Supervision:* and coaching of junior staff reporting to the Executive Director of Operations.
- *Support:* ensure successful operation and alignment of Regions in the effective delivery of services; support to the ADM, DMO, and Minister's office to ensure clear and timely response on initiatives and requests.
- *Communication:* liaise with staff from all branches and departments as necessary; maintain regular communication with respect to "issues alerts", branch responses, and activities; review and evaluate information from staff, government departments, and client/stakeholders.

The Senior Operations Coordinator must be able to operate independently and effectively, carrying out a broad range of assignments, relying on knowledge, experience, and guidelines rather than detailed directions from the Executive Director and/or the ADM Executive Advisor.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

University graduation in a related field plus 4 years progressively responsible related experience.

Knowledge:

- Ministry and GoA decision-making processes and practices
- Ministry and GoA related policies, regulations, and legislation
- Technical knowledge of parks issues in recreation management, visitor experience, infrastructure management, tourism or conservation
- Public and internal communication strategies

Skills:

- Superior organizational, written and verbal communication skills
- Strong leadership skills
- Strong professional writing skills
- Strong analytical skills to translate data into information

Abilities:

- Ability to synthesize information and provide recommendations
- Ability to effectively prioritize - meeting changing demands/priorities and timelines
- Ability to interpret complex information, legislation and policy direction to create concise, cohesive communication pieces.
- Systems managers - highly developed interpersonal skills, coordination skills, and organizational skills.
- Supervisory skills and abilities.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- ADM Offices; Executive Advisors both internal to the department and across the GoA
- Regional staff, Executive Directors, Directors, Managers, Regional Controllers, Operations coordinators

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- Other Forestry and Parks division, branch and section staff and leadership
- Ministerial Correspondence Unit
- Communications and Public Engagement Staff
- Senior Operations Coordinators, both internal to the department and across the GoA

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

50030213, Issues and Correspondence Coordinator

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).