

## Reclassification

Ministry

Advanced Education

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Business Support Specialist

Current Class

Program Services 1

Requested Class

Program Services 1

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

Fin. Serv. - Student Aid

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Senior Business Advisor

Supervisor's Current Class

Program Services 4

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

2016-04-30

Responsibilities Added:

Responsibilities Removed:

#### Job Purpose and Organizational Context

Why the job exists:

The Business Support Specialist reports to the Senior Business Advisor, Business and Integrated Scholarships (BISS) team to provide support and assistance to effectively administer various parts of the complex contract and grant programs of the Student Financial Assistance Branch, as well as other key work assigned to BISS to support a wide range of the business initiatives of the Branch.

The main responsibilities of the Business Support Specialist are (but not limited to):

- 1) Work collaboratively with the Senior Business Advisor to create opportunities for improvement to Branch procurement activities, through program compliance and monitoring throughout the procurement process to sustain the integrity of the procurement functions of BISS to reach the strategic and operational goals of the Branch.
- 2) Coordinate and monitor the Student Financial Services Branch procurement, contract and grant related processes, to ensure appropriate compliance to Ministry policy; in accordance with Government of Alberta (GOA) standards, best practices, applicable legislation and agreements and supply chain management rules in 1GX systems.
- 3) Coordinate procurement processes for the Branch (e.g. Request for Qualifications, project initiations to signed contract to supply chain management processes supported in 1GX systems, including invoice tracking and monitoring) for different types of contracts used across the Branch.
- 4) Participate on the Business and Integrated Scholarships Working Group to execute the full administration of Advanced Education's complex suite of awards and scholarships grant agreement programs to external organizations. The Specialist will prepare associated grant agreements, payment memos, tracking reports, forecasts and other reports.
- 5) Collaborate with the Senior Business Advisor to ensure divisional contract and grant requests meet necessary approvals; and grant related requirements are clearly drafted and identified in the agreement options for program improvement are explored with the recipient and delivery/process.
- 6) Correspond with post-secondary institutions, external organizations, vendors and the Ministry's DMO and ADMO to respond to questions about the administration of various contract and grant agreements to support full procurement and contract and grant execution.
- 7) Collaborate with the Senior Business Advisor and Branch business areas to respond to post-secondary student, third party, and AE Corporate FOIP requests by preparing any required documentation as requested.
- 8) Work collaboratively within other BISS team members to support the administration of the Access to Learner Information Agreement (ALIA), monitor and maintain appropriate access agreements with Alberta and Canadian post-secondary institutions to support the administration of the ALIA, which provides access to Student Financial Services - Students Finance System.
- 9) Provide support to the Manager, Business and Integrated Scholarship Services and other team members, with the resolution of records management issues including updating, development, assessment and implementation of retention and disposition schedules for the sector.

## Responsibilities

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

### Supply Chain Management (SCM):

- Act as a Branch Resource for providing Contract and Grant services, advice and support.
- Confirm that all agreements and procurement activities follow departmental policies and procedures and all applicable Acts and Regulations, legal and trade agreement requirements.
- Prepare various documents in consultation with the Senior Business Advisor and Contract Managers, to support various procurement projects, with a focus of the Branch's scholarship program. Including Contract and Grants Review Committee forms, Request for Proposals (RFPs), Request for Quotes (RFQs), Project

Invitations, and the determination of associated contract or grant requirements.

- Assist in the facilitation of formal contract vendor evaluations.
- Ensure contracts and grants are legally correct and appropriately executed, within government guidelines, and meet financial and procurement regulations.
- Develop the Contract Information Summary (CIS) form for all new contracts to be uploaded in 1GX for payments, in order to calculate and allocate the contract amount based on fiscal years.
- Work collaboratively with AE Corporate Contracting to ensure contracts are properly updated in 1GX, including upload of CIS form, creating and maintaining contract Purchase Orders, year-end updates and commitment reporting are completed, and contract term close-out in 1GX.
- Ensure accurate records, contract/grant tracking tools and supporting documentation are maintained to assist the Senior Business Advisor or Manager with drafting responses to internal stakeholders' inquiries.
- Build and maintain collaborative internal relationships with key partners, including Corporate Contracts and Grants team, Legal Services, Financial Services, Contract Managers, branch managers and other staff.
- Collaborate on supporting the ongoing development of appropriate electronic records and contract/grant tracking tools to ensure accurate and reliable information is available for the division, Ministry and/or audit purposes and that meet existing records management requirements.
- Monitor BISS contract and grant administration/contract mailbox and tracking processes using 1GX - Supply Chain Management to foster sound contract management and adherence to contract agreements.

#### Finance (FIN):

- Run, review and research reports to identify solutions for discrepancies (e.g. Run 1GX Cost Centre Reports) and update a variety of purchase order tracking ledgers for administrative expenditures and contract payments.
- Ensure system integrity, accurate and timely payments and accurate budget information, making changes where needed to maintain compliance to policies, procedures and processes.
- Monitor and reconcile contract and invoice payments and resolve any payment processing issues through direct contact with vendors, contract managers, executives, etc.
- Prepare estimates and schedules for year-end accrual payments, ensuring payment is made out of the correct year as accurate, timely reconciliation of vendor and payments to 1GX is critical to ensure system integrity and appropriate cash flows, forecasts and budgets are reported.

#### Access to Learner Information Agreement (ALIA):

- Monitor and maintain appropriate access agreements with Alberta and Canadian post-secondary institutions to support the administration of the ALIA, which provides access to Student Financial Services - Students Finance System.
- Grant access by administering appropriate access agreements (post-secondary institution agreement and designated staff agreement) and troubleshoot issues that may arise with participating external post-secondary institutions and/or designated staff, and internal stakeholders from Student Financial Services teams and the GoA Help Desk.
- Perform a monthly audit of the ALIA agreements to track active participating post-secondary institutions and their authorized designated staff.
- Support ad-hoc reporting to support Student Financial Services to perform periodic Private Career Colleges - Compliance Reviews.

## Problem Solving

Typical problems solved:

- Respond to problems, questions, issues and information requests regarding procurement and 1GX matters.
- Troubleshoot process, system, technical and user issues in 1GX and resolve.
- Advise, assist and guide internal stakeholders to choose the appropriate procurement, grant and contract approach.
- Run, review and research reports to identify problems and discrepancies for clean up (e.g. Run 1GX Cost Centre Reports) and update a variety of purchase order tracking ledgers for contract payments.
- Investigate, determine root cause and fix/remedy errors.

Types of guidance available for problem solving:

- Work experience, knowledge, education and training.
- Using established relationships, consult colleagues, BISS team and other stakeholders.
- Work with subject matter experts.
- Knowing where to obtain applicable policies, directives, guidelines, related to contract and grants, and other procurement. (e.g. Hello 1GX, Service Alberta - ERP).
- Senior Business Advisor or Manager.

Direct or indirect impacts of decisions:

- Reduce re-work and administration burden.
- Prevent future errors.
- Improve efficiency and effectiveness.
- Improve processes, work, knowledge and awareness for the BISS team.
- Reduce future issues for management, leadership.
- Reduce complaints to MLAs.
- Faster development and turn-around for procurements.
- Identify improvements in tools, forms, guides and templates.
- Improve team effectiveness.
- Be more adaptable, agile, anticipatory and productive.

## Key Relationships

Major stakeholders and purpose of interactions:

- Senior Business Advisor - provide updates; receive general direction for position; develop responses to support internal external inquiries, recommend improvements to team and Branch services processes.
- Manager, Business and Integrated Scholarship Services, recommend improvements to Director and Branch ED services processes.
- Branch staff - collaborate and share information; provide back up support for the Senior Business Advisor and other Business and Integrated Scholarships teams. Provide advice and interpretation of GOA policies, procedures, directives and practices.

- Corporate Legal Services - coordinate formal review of all contract related documents, coordinate reporting processes (and learning and improvement).
- Internal finance staff and branch management - address any financial concerns and resolve issues related to the contract in 1GX (allocations of funds etc.); information sharing and process and policy changes.
- Corporate Finance and Corporate Contract Services - for information and training, system improvements and process/policy changes.
- Post-secondary Institutions/Organizations (Scholarship Program/Financial Aid Offices), and other External Organizations (Directors) - for information, awareness and process improvements.
- External Contract Vendors - relationship building and 1GX-ARIBA troubleshooting, guidance and assistance relating to active Branch contracts.
- Various colleagues within the GOA/Department (e.g. Grant/Contract systems projects etc.) - for awareness, collaboration and problem solving.

### Required Education, Experience and Technical Competencies

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

If other, specify:

Undergrad degree and 2 yrs. of experience working in a business coordination role or 4 yrs. of experience

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

- Advanced working knowledge of the 1GX Supply Chain Management and Finance.
- Knowledge of current GOA and Ministry requirements to support all types of procurement.
- Understanding of Advanced Education Contract and Grant Review Committee Terms of Reference, review processes, and Share Point entry.
- Records Management 'best practices' of contract and grant related documents to ensure accuracy and availability, as required, for audit requests.
- Good knowledge of the Business and Integrated Scholarship Services programs and of other business Branches activities and their specific needs and procurement activities.
- Track major operations initiatives to ensure timely progress and identify potential problems, mitigation measures and make recommendations, understanding the implications associated with alternate course of action.
- Anticipate, assess and readily adapt to changing priorities, maintaining resilience in times of uncertainty while working effectively in a changing environment.
- Trade Agreement Obligations
- Training/Certificate in procurement, contracts, grants and/or scholarships.
- Delegation of Signing Authority for Agreements and Grants.
- Freedom of Information and Protection of Privacy (FOIP) Act.
- Administrative Records Disposition Authority (ARDA).
- Code of Conduct and Ethics for the Public Service of Alberta.
- Strong writing skills to develop responses to information requests, briefing notes, legislative templates and procurement document preparation.
- Excellent communication, relationship building and interpersonal skills to coordinate engagement of relevant parties throughout the procurement process.



- Strong organizational and analytical skills.
- Adaptability to manage multiple issues in stressful and difficult situations.
- Commitment to confidentiality, tact, diplomacy and situational awareness.
- Excellent ability to plan, prioritize, and coordinate multiple tasks and projects while performing other duties.
- Ability to work independently as well with a team in a cooperative and collaborate manner.
- Demonstrate initiative, sound judgment, and creativity relating to assigned responsibilities.
- Demonstrate proficient skill in using various software products and training tools to support using the system (i.e. Hello 1GX, ARIBA, Supply Chain Management, Finance, Microsoft Word, Outlook, Excel, PowerPoint, SharePoint).
- Strong skills to synthesize information from multiple sources.
- Excellent attention to detail.
- Good problem-solving skills.

### 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		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <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 achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Takes past experiences into consideration when making plans and adjusts plans based on past learning.</p>
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>	<p>Looks for ways to improve activities and results by doing something that may be new and different in the organization.</p> <p>Explores different methods in how we complete our work, with a goal to achieving more efficient and effective outcomes.</p> <p>Regularly reviews and debriefs on what made projects or actions successful. Shares learning with others and applies learning to other projects and actions.</p>

Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <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>	<p>Takes advantage of opportunities to change how work is done to better anticipate obstacles and improve service.</p> <p>Remains calm and composed even in difficult or stressful situations. Is able to see the positive side to a difficult situation. Remains optimistic and perseveres in finding solutions.</p> <p>Works creatively within policies and procedures to proactively meet goal.</p>
Systems Thinking	○ ● ○ ○ ○	<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>	<p>Considers the inter-relationships among different aspects of an approach including how they relate to other programs or areas.</p> <p>Considers emerging trends when contributing ideas to the development of broader priorities, strategies and approaches.</p>

## Benchmarks

List 1-2 potential comparable Government of Alberta:

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**Assign**

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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.

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Employee Name

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Date yyyy-mm-dd

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Employee Signature

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Supervisor / Manager Name

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Date yyyy-mm-dd

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Supervisor / Manager Signature

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Director / Executive Director Name

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Date yyyy-mm-dd

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Director / Executive Director Signature

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ADM Name

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Date yyyy-mm-dd

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ADM Signature