

Ministry

Forestry, Parks and Tourism

Describe: Basic Job Details

Position Name (30 characters)

Prov. Maintenance Mgmt. Coord.

Requested Class

Technologies 7

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Organizational Structure

Division, Branch/Unit

Parks Division, Regional Operations

Supervisor's Position Name (30 characters)

SM, Integrated Ops. Delivery

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Regional Operations Branch is the largest front-line service delivery branch within Environment & Parks. Regional Operations is responsible for enabling outdoor nature-based recreation across 246 high-value sites, facilitates approximately 12 million visitors annually, and consists of a peak summer operating season team of over 700 permanent and seasonal staff. The Branch is responsible for the delivery of an eclectic range of front-line public services ranging from safe water plant operation to engaging interpretation stage shows.

The Regional Operations strategy identifies four core streams in order to successfully deliver the Alberta Parks Program on high-value sites. The four operational streams are: visitor services, visitor engagement, municipal services & maintenance, and recreation & resource management. The strategy further defines the strategic objective of a harmonized approach to operations. Harmonization ensures consistency in delivery, and therefore visitor experience, as well as enhanced operational efficiency by virtue of not having duplicative approaches to similar activities.

Operating with a high-degree of independence, the Provincial Maintenance Management Coordinator is the provincial coordinator for the maintenance management stream. This position is the go-to subject matter expert for maintenance management within the Parks system, and conducts the highest level of operational work. While this position has no direct reports, the work directly impacts how maintenance is delivered across the Province. The Provincial Maintenance Management Coordinator is a member of the Branch

This Provincial Maintenance Management Coordinator is responsible for driving the strategic planning, operational coordination, and supporting implementation of maintenance management for Alberta Parks. This includes determining new and emerging opportunities for maintenance management, leading working groups to advance initiatives, and providing expert guidance on the operational policy that guides front-line service delivery. As the only specialist in this area, the Provincial Maintenance Management Coordinator provides clarity and consistency to potentially hundreds of front-line staff and partners through the development and interpretation of operational stream best practices, standard operating procedures, and directives. The role is accountable for the development of stream training programs to operationalize said practices and procedures, as well as supporting the centralized recruitment and training of seasonal staff where applicable. The Provincial Maintenance Management Coordinator champions the issues faced by front-line staff and develops creative solutions to improve safety and operational efficiency.

Responsibilities

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

1. Lead and develop the Alberta Parks Maintenance Management delivery strategy

- Develop the maintenance management delivery strategy for executive review and approval.
- Identify opportunities by conducting environmental scans and monitoring maintenance management trends.
- Pro-actively develop creative solutions to emerging trends to ensure the continued success of the maintenance management & municipal services strategic objective.
- Act as the Parks Operations subject matter expert on appropriate department committees or working groups.
- Lead complex stakeholder discussions to develop the Maintenance Management delivery strategy.
- Provide advice to the Executive Director Regional Operations on staff requirements and resourcing to meet Maintenance Management objectives.
- Coordinate with Capital Infrastructure Development & Implementation in the development and usage of an asset management system, including defining operational needs for maintenance within such a system
- Develop recommendations for implementation of Maintenance Management System to track and monitor preventive maintenance and outstanding repairs.

2. Operationalize the Maintenance Management strategy in order to achieve optimization and harmonization of Alberta Parks Maintenance Management

- Provide effective project management for approved strategic initiatives to enhance Maintenance Management effectiveness and efficiency.
- Develop effective tools to communicate strategic initiatives with internal and external partners.
- Deliver professional development to field staff that expand leading edge practices related for Maintenance Management.
- Coordinate, track, and monitor compliance with Provincial level stream requirements.
- Maintain strong relationships with field staff to understand the opportunities and challenges.
- Coordinate and develop stream best practices, standard operating procedures, and directives. Stream development to occur within the Divisional workforce development framework led by the Visitor Experience & Business Supports Branch.
- Coordinate and develop stream safe work practices & safe work procedures.
- Coach and train field supervisors on how to develop safe work practices and procedures.
- Integrate all documentation with the Divisional information management framework, and ensure all resources are readily available and easily found by field staff.
- Develop stream seasonal staff training programs for local implementation.
- Plan, coordinate, and implement, centrally delivered stream training both virtually and in-person.
- As applicable, plan and coordinate the centralized seasonal recruitment of stream classifications.
- Coordinate the Provincial Maintenance Management committee.
- Champion a culture of continuous improvement within the stream. Identify stream opportunities, challenges, or risks that warrant action to improve operational efficiency.

- As directed, contribute to, or lead, initiatives/projects that impact multiple operational streams (e.g. seasonal staff provincial planning)

3. Lead the development of strategic alliances, partnerships and networks to achieve optimized Alberta Parks Maintenance Management

- Facilitate strategic alliances with partners and stakeholders through personal contact and meetings to enhance Alberta Parks Maintenance Management.
- Coordinate with partners, regulatory agencies, and stakeholders to ensure integration of stream operating procedures with the overall Departmental and Government of Alberta objectives and protocols.
- Build partner capacity by fostering independence and skill development
- Collaborate with Visitor Experience & Business Supports to develop partnership tools optimized for Maintenance Management.

Problem Solving

Typical problems solved:

Regional Operations Branch operates the 266 sites of the Alberta Parks program that are deemed to be 'high-value'. High-value sites are those where there are significant elements of conservation, recreation, and tourism all within the same site. By definition, these are the sites most at risk of falling out of balance without careful management. The Parks System exists within the broader context of the Crown land system.

Regional Operations Branch is accountable for visitor & retail services, municipal services and maintenance, recreation management, and education & interpretation

The 266 sites provide a wealth of outdoor nature-based recreation opportunities with sites providing five basic 'products': front country camping, backcountry camping, day-use, trails and specialized facilities such as Sikome Aquatic Facility in Calgary's Fish Creek Provincial Park and Hidden Valley Ski Resort in Cypress Hills Provincial Park. Collectively, Parks Operations Division operates over 14,000 individual camp sites, 188 Group Camping Areas that provide camping for a combination of over 3,285 RVs and tents sites, 3,500 km of trails, and facilitates over 12 million visitors a year. Service delivery is provided through a combination of direct delivery (with peak permanent and seasonal staff exceeding 700), volunteer partners, facility operating agreements, service contracts, and dispositions. The breadth and depth of service delivery requires unique and innovative solutions to complex problems.

Examples of difficult and challenging situations this position is routinely expected to solve include:

- Developing strategies to meet Maintenance Management objectives within resource constraints over a broad and complex provincial system.
- Harmonizing regional approaches across a very diverse landscape with varying public expectations.
- Developing maintenance management plans that establish sufficient consistency to be efficient, while maintaining the regional flexibility to be effective.
- Developing operational stream practices and procedures to ensure consistent application of legislation, regulations, policies, standards, procedures and codes across the regions, while maintaining alignment with the Divisional training development framework.
- Working collaboratively with other areas of the division and Ministry to minimize duplication of effort and clarify overlapping responsibilities.
- Identifying and assessing opportunities to re-engineer regional business processes, transform operations, capitalize on new technologies and create efficiencies, as well as coordinating implementation of improvements to processes.
- Developing optimal training programs to be delivered remotely and under significant resource and time constraints.
- Identifying new partnership opportunities.

Types of guidance available for problem solving:

This role functions within the context of legislation, policies, standards, directives, and guidelines developed by Treasury Board and Finance and Operations and Cabinet Policy Committees. Key pieces of legislation and policy that set parameters and expectations for the work include the *Financial Administration Act*, *Government Organization Act*, *Public Service Act*, *Government Accountability Act*, the *Freedom of Information and Protection of Privacy Act*, the *Provincial Parks Act*, *Wilderness Areas*, *Ecological Reserves*,

Natural Areas and Heritage Rangelands Act, the *Public Lands Act*, as well as policies, guidelines, and procedures established by Cabinet, the Minister and Deputy Minister.

This position requires the ability to draw on and analyze information from a variety of sources and perspectives, forecast trends, and synthesize the information as the basis for formulating directives, programs, and operational plans. Sources of information include industry best practices, technical standards and codes, OH&S legislation and regulation. In many cases there is a lack of established process or procedures and this position will be expected to interpret requirements and apply guidance to a provincial scope organization.

As a one-of, an essential requirement of this position is the acumen to design solutions to problems where limited guidance, precedent, or previous examples are available.

Direct or indirect impacts of decisions:

While this position has no direct reports, the work directly impacts how maintenance is delivered across the Province. The Provincial Maintenance Management Coordinator is a member of the Branch Strategic Advisory Team.

This position directly impacts the strategic goal of a Parks System with a set of harmonized operating parameters that collectively result in being operationally efficient and effective. Efficiency is realized by ensuring that common operational problems are solved once, eliminating significant duplication of effort and allowing local staff to focus on what and when operational activities need to happen. Effectiveness results when procedures and practices are optimized for real-world field conditions, and meaningfully solve the question of 'how' activities should be conducted to be successful.

Key Relationships

Major stakeholders and purpose of interactions:

Interact daily with team members and field staff to monitor trends and operationalize strategic solutions

Interact weekly with the Senior Manager to receive direction, receive/provide advice, exchange information, discuss work progress, identify issues and develop solutions.

Interact bi-weekly with the Executive Director to receive/provide strategic advice, exchange information, identify issues, develop priority recommendations, and develop solutions.

Interact weekly with area managers to receive/provide advice, exchange information, identify issues, develop solutions.

Interact weekly and monthly with regional operations partner branches, both internal and external to the Division, to receive/provide advice, exchange information, identify issues, develop solutions.

Interact as required with external agencies to facilitate information exchange; develop strategic partnerships and working relationships; provide advice and/or recommendations on behalf of the government of Alberta; identify opportunities for collaboration; communicate key initiatives; exchange best practices

Required Education, Experience and Technical Competencies

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

If other, specify:

Two Year Technical Diploma in Infrastructure, Trades, Project Management or related field.

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

This position requires a minimum of a two-year technical diploma in an infrastructure field, plus 7 years of progressively increasing level of responsibility in a maintenance management or related role. Acceptable other formal education such as project management, organizational leadership, etc. may be considered.

This combination of experience and education is necessary in order to have sufficient theoretical knowledge

base and subject matter expertise to be the Provincial expert for Maintenance Management.

The position requires thorough knowledge and understanding in the following areas:

- Related provincial, federal and municipal legislation, regulations, policies and procedures
- Maintenance management principles and processes
- Maintenance/construction industry related codes and practices
- Alberta specific OHS legislation, regulations, and codes
- Communication principles and processes
- Project management principles and processes
- Change management principles and practices
- GoA policies, directives related to information security, records management and privacy, sign standards and communication best practices

The position requires the following skills and abilities:

- Ability to think strategically and ensure tactical actions support the achievement of strategic objectives.
- Ability to develop new and innovative procedures, directives, and practices where none currently exist.
- Ability to solve problems with limited precedents and limited context and information
- Ability to identify gaps and risks in operational delivery
- Ability to build effective relationships with internal clients at various levels across the organization.
- Ability to effectively collaborate with parties external to the organization including contractors, consultants, local authorities, not-for-profit agencies, various stakeholder associations, media, politicians and the public.
- Ability to lead a variety of initiatives/projects from inception to completion.
- Ability to analyze issues and synthesize findings to identify actions and solutions
- Ability for strategic and tactical planning - development, update, tracking
- Innovative and creative thinking as well as strategic thinking skills
- Strong communication and interpersonal skills
- Strong project management skills
- Ability to work within a broadly defined conceptual framework.

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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • 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 	Position is required to recognize, analyze, and integrate broad maintenance management trends, as well as identify operational gaps, in order to optimize operational planning and stream development.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Creates an adaptable environment: <ul style="list-style-type: none"> • Fosters agility, proactive and flexible practices • Leads and creates momentum for change • Champions plan of action and overcomes barriers through 	This position develops harmonized and effective solutions to operational delivery problems focusing on solving the foundational questions of 'how' park operational streams are delivered.

		proactive anticipation • Quickly understands and reacts to environment, establishing flexible culture	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Aligns different groups to achieve goals and realize broader outcomes: • Defines work mission to achieve APS goals and integrate projects • Provides bold advice to stakeholders • Proactively improves overall performance, measured through metrics	This position champions the issues faced by front-line staff in order to align shared outcomes, while simultaneously improving performance through the development of operationally effective practices and procedures.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Champions development and learning in all groups: • Actively learns about the broader organization • Brings others together to identify issues and successes, and takes a systems thinking approach • Champions development and leadership building	This position champions a culture of continuous improvement by identifying opportunities for improvement, establishing task teams to develop integrated solutions, and developing training materials to ensure a high level of staff development.