

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

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**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Added responsible for maintaining a sign in and out procedure for the Fleet vehicle. This position also schedules the Fleet vehicle and reconciles the monthly credit car credit card charges.

Added responsibility for identifying surplus items, entering the appropriate information into the Online Surplus Sales Information (OSSI) portal and arranging for the pick up of surplus items. This position assists and guides the ministry of Justice surplus agents.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

This position functions within applicable legislation, regulations, policies, guidelines and standards. The parking coordinator is the Justice contact and subject matter expert in the use of the cross-government Online Parking Request Administration (OPRA) system. The parking coordinator provides expertise and guidance; consults and coaches Justice staff in the use of OPRA and resolves or escalates issues to Infrastructure (INFRA) relating to the use and functionality of OPRA.

The parking coordinator provides parking administration services for Justice, a very large, complex and geographically dispersed ministry with over 4100 government owned and leased parking allocations throughout the province. The parking coordinator is the primary point of contact for Justice staff members and INFRA in relation to ensuring the Government of Alberta's (GoA) "Vehicle Parking for AI Owned or Leased Properties" procedure is administered in accordance with relevant GoA, Justice and INFRA procedures. This position coordinates the review and approval of Justice parking assignment requests and Infrastructure Parking Administration procedures. The parking coordinator maintains Justice parking inventories and responds to inquiries and concerns relating to Justice parking allocations, stall assignments and parking as a taxable benefit.

Responsibilities

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

1. Justice parking is administered in accordance with applicable GoA, INFRA and Justice directives, policies and guidelines.

Activities:

- Serve as Justice contact and subject matter expert on the use of OPRA.
- Provide expertise, consultation, coaching and guidance to Justice staff in the use of OPRA
- Resolve or escalate issues to INFRA relating to the use and functionality of OPRA, fleet vehicles, staff parking and parking as a taxable benefit.
- Provide accurate data and information compiled into EXCEL lists and usable data.
- Mark up parkade maps using Adobe
- Assist in the development and implementation of the Justice internal application process for employee, non-government users (NGU), GoA vehicles and client visitor allocations.
- Evaluate parking assignment requests to ensure compliance and eligibility based on the Treasury Board Directive (TBD) and INFRA procedures.
- Approve or deny parking requests based on established procedures, guidelines and directives in a timely manner
- Provide guidance and advice to parkers and on-site parking contacts.
- Consult and respond to non-OPRA related parking inquiries from employees and NGUs explaining and clarifying applicable directives, policies and guidelines.
- Initiate and negotiate requests with INFRA for the return of, or requests for parking allocations
- Investigate assignments through internal audits to ensure all assignments remain compliant and justified based on the TB directive.
- Investigate assignments; prepare and provide ministry responses to audits initiated by INFRA for lease renewals, over-subscribed lots, ineligible parkers and non-compliance.
- Inform employees and NGUs of the loss of parking spaces if required and arrange for the return of parking materials where applicable.
- Administer the provision of all applicable parking access materials to Justice employees and other parkers. These may include the issuance or replacement of materials.
- Respond to and resolve concerns and complaints relating to parking assignments.
- Communicate with INFRA Property Management and building management representatives to ensure Justice staff has access to parkades as required.
- Develop, analyze and provide parking related reports for use within the ministry and submission to INFRA. These can include monthly usage reports and responses to one-time audit requests.

2. Surplus requires inventory and processing through OSSI.

Activities:

- Identify items that may be sent to Surplus Sales
- Print labels for all items
- Log all pertinent information into OSSI
- Arrange to have items picked up and taken to Surplus Sales
- Liaise with surplus agents throughout the Ministry to guide them through the Surplus process

3. Look after the Accommodations fleet vehicle.

Activities:

- Schedule the use of the fleet vehicle in Shifts
- Oversee the signing out and signing in of the fleet vehicle
- Schedule all maintenance for the fleet vehicle, including oil changes, repairs and changing tires twice a year
- Collect and reconcile all receipts for the fleet credit card monthly

4. Take charge of administrative tasks for Accommodations.

Activities include:

- picking up and delivering mail
- maintaining equipment in meeting rooms as required
- receiving and distributing goods as required

5. Cover off and back up the telecom specialist.

Activities include:

- assisting the telecom specialist with BERNIE requests and triaging any outages
- responding to emails and contacting the appropriate TELUS contacts in the case of a VoIP phone emergency

Problem Solving

Typical problems solved:

The parking coordinator is the primary contact within Justice for the parking administration program. This position provides services essential to the program including assigning parking stalls to qualified applicants in accordance with relevant directives and procedures. The parking coordinator is accountable to ensure that all decisions pertaining to parking assignments are made in an equitable and consistent manner for all Justice staff at all classification levels.

Parking-related issues are often sensitive and this position is relied upon to apply excellent interpersonal skills and demonstrate awareness of the impact of parking decisions on individuals when explaining, clarifying and administering the TBD and the INFRA parking procedure. The parking coordinator occasionally encounters “dissatisfied” clients and must be able to deal with conflict appropriately. Problem solving and diplomacy are routinely required to work towards solutions that are in compliance with relevant directives and policies.

- Ability to work effectively and efficiently with minimal supervision
- Verbal and written communication skills, including the ability to communicate with all levels of employees and NGUs to explain, clarify and administer parking directives, policies and guidelines and develop acceptable solutions to parking-related issues
- Interpersonal and relationship building skills
- Diplomatic skills
- Negotiation and conflict resolutions skills
- Client focus, including sensitivity to impact of parking decisions on individuals
- Time management skills
- Analytical and problem solving skills, including the ability to recommend viable and effective administrative solutions and compile, summarize and coordinate information
- Commitment to confidentiality, tact and diplomacy particularly when dealing with matters of a sensitive nature

Types of guidance available for problem solving:

The parking coordinator can work with the leadership team, their manager, director and executive director to determine the best outcome for unpopular parking assignment decisions.

Direct or indirect impacts of decisions:

Parking-related issues are often sensitive and this position is relied upon to apply excellent interpersonal skills and demonstrate awareness of the impact of parking decisions on individuals when explaining, clarifying and administering the GOA TB directive and the INFRA parking procedure. The parking coordinator occasionally encounters “dissatisfied” clients and must be able to deal with conflict appropriately. Problem solving and diplomacy are routinely required to work towards solutions that are in compliance with relevant directives and policies. Dissatisfied parkers have, historically, lodged complaints with the Deputy Minister, the Human Rights Commission and the Minister of Justice. The parking coordinator must be cognizant that any decision regarding parking assignments may be challenged and they will need to justify why decisions were made.

Key Relationships

Major stakeholders and purpose of interactions:

Justice staff
Infrastructure parking team
Leased parking lot vendors
Property management in Justice occupied buildings and parkades

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Public Administration	Arts	

If other, specify:

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

Strong organizational skills and exceptional attention to detail are required to participate in parking audit activities. This position is expected to identify inefficiencies or concerns with existing parking administration systems and processes and develop recommendations for new or revised systems and processes that enhance operational effectiveness while remaining consistent with government policies, directives, and guidelines. The parking coordinator is relied on to prioritize workload with work often performed under the pressure of multiple deadlines and tight time frames. The manager provides general objectives and direction with the parking coordinator delegated latitude to prioritize workload and organize ongoing activities to meet deadline and commitments.

This position requires a comprehensive understanding of the parking administration function, including applicable directives, procedures and processes along with sound judgment and discretion to effectively perform responsibilities and respond to diverse parking-related inquiries from parkers.

The parking coordinator issues parking access materials to parking stall users and Justice on-site parking contacts and tracks allocations and assignments of parking lots, stalls and access materials. This position is the primary contact with INFRA in relation to requesting and negotiating additional parking spaces and lots, responding to parking space, parking lot, and parking lease renewal audit requests and ensuring compliance with GoA parking directives procedures and guidelines.

Issues or situations outside established procedures and guidelines or without clear precedent are discussed with the manager, as are highly unusual or sensitive parking administration situations. Recommendations for major changes to processes and procedures with the potential to affect parking administration operations are also discussed with the manager before proceeding. Work is assessed for:

- quality of parking administration
- accuracy
- completeness and timeliness of service delivery
- compliance with relevant procedures

- ability to set and meet workload goals
- teamwork
- diplomacy in handling sensitive issues
- Relevant provisions of legislation, regulations, directives and policies (e.g Treasury Board Directive 5/2014 dated August 21, 2014, Provincial Disability Policy, Parking Placard for Persons with Disabilities, the Freedom of Information and Protection of Privacy Act, Canada Revenue Agency's Income Tax Act on parking as a taxable benefit.)
- Relevant information management and business productivity tools such as Microsoft Excel, Outlook, Word, internet for online applications such as BLIMS and OPRA.

The parking coordinator should have the following soft skills or abilities:

- Superior customer service focus and proven ability to deliver required results to clients.
- Ability to analyze client requests and identify potential issues for review with management.
- Ability to network and establish working relationships and partnerships as appropriate.
- Ability to maintain strategic focus and to develop and maintain effective client and service provider relationships.
- Ability to accommodate short time lines and demonstrate stress management abilities.
- Ability to anticipate, assess and readily adapt to changing priorities, and react appropriately to unexpected situations.
- Ability to influence decision making.
- Ability to work independently and as part of a team.
- Competent organizational skills, including time management, and priority setting skills.
- Trouble-shooting and dispute and conflict resolution and de-escalation skills.
- Strong organizational skills to deal with a multitude of competing requests

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>This position functions within applicable legislation, regulations, policies, guidelines and standards.</p> <p>The parking coordinator is the primary point of contact for Justice staff members and Infrastructure in relation to ensuring the Government of Alberta "Vehicle Parking for AI Owned or Leased Properties" procedure is administered in accordance with relevant Government of Alberta, Justice and Infrastructure procedures.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think 	<p>Evaluate parking assignment requests to ensure compliance and eligibility based on the Treasury Board directive and Infrastructure procedures.</p> <p>Approve or deny parking</p>

		<p>creatively and voice ideas</p> <ul style="list-style-type: none"> • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>requests based on established procedures, guidelines and directives in a timely manner.</p> <p>Work with the leadership team as well as Infrastructure to approve parking requests that fall outside of established procedures, guidelines and directives to meet the needs of Justice staff.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Administer the provision of all applicable parking applications ensuring parking decisions are made following the appropriate guidelines, policies and directives and communicating decisions to applicants ensuring the APS values are considered.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	<p>Ongoing and regular contact with INFRA parking administrators, INFRA parking planners, Justice staff and onsite parking contacts to exchange information and facilitate the administration of the parking program.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<p>Working together with INFRA staff and other ministries to exchange information, respond to audit requests, negotiate additional parking allocations, clarify directive and coordinate activities relating to the parking administration program.</p>

Benchmarks

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

Technical Systems Support Assistant
Clerical Supervisor

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.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature