

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Requested 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****Job Purpose and Organizational Context**

Why the job exists:

Tax and Revenue Administration (TRA) was identified as a Center of Excellence for complex program administration and four collections groups from across GOA were brought together in TRA. The Collections and Recoveries branch was created to consolidate the work of these groups within one branch, a branch responsible for collecting outstanding tax debts and recovering amounts owed to the GOA.

The Branch is integrating the work of all four groups with the goal of modernizing our service delivery through implementation of enhanced methodologies, technology, utilization of data analytics and best practices to increase debt collection and recoveries across all our portfolios and for all our client-ministries.

Reporting to the Manager, Paralegal Services, the Paralegal Admin. Supervisor provides leadership, coordination and advice to a team of professionals in the delivery of administrative functions in support of Paralegal services.

**Responsibilities**

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

1. Supervision of legal administrative support team

- Set and monitoring priorities, developing goals and establishing performance expectations
  - Conduct regular reviews and performance evaluations; provide feedback on an ongoing basis
  - Collaborate with staff to design and implement learning plans for each team member; encourage staff development via training, courses, coaching, mentoring, and networking
  - Identify staffing needs, participate in recruitment and hiring activities, provide orientation to new staff and perform onboarding activities
  - Work with various stakeholders across government as required regarding payroll/benefit entitlements, and performance management matters
  - Organize resources to meet operational needs, ensure staff have tools to support operational demands
  - Plan and facilitate team meetings to exchange information and ideas with direct reports
  - Monitor workloads and make operational adjustments as necessary
  - Complete, review, and approve various types of leave requests, earned day off (EDO) schedules, timesheets, and other related forms and reports as required
  - Develop and maintain statistics and reports to measure performance and results
  - Encourage staff to contribute ideas and thoughts for continuous improvement in delivering effective and efficient services and support; meaningfully recognize staff achievements, and promote teamwork in a collaborative learning environment.
2. Provide technical knowledge and general administrative support to operations
- Provide effective and efficient support to Manager and paralegal team
  - Review administrative processes regularly, ensuring documentation is current and available to staff
  - Review files submitted by staff for further investigation or evaluation, verify accuracy of information, make recommendations, and provide solutions to complex problems
  - Provide assistance and guidance to legal administrative staff in the execution of operations, including the creation and modification of policy and procedures as necessary
  - Provide information and assistance to the Manager with respect to action requests and other time sensitive inquiries
  - Assign duties and tasks to staff as required, coordinating cover-off for staff to ensure service delivery levels are maintained
  - Attend and participate in leadership meetings as required
  - Develop working relationships with the Court and other government departments and agencies to address common interests and concerns
3. Provide financial support to operations
- Perform routine audits and reconciliation of financial transactions, procedures, and records to ensure accurate and auditable transaction recording processes and good accounting practices are adhered to
  - Coordinate deposit related functions to support operations, including implementation and maintenance of a sound quality control process
  - Coordinate the procurement of garnishee disbursement funds or other payments as required to support paralegal enforcement activities

- Generate statements of account, investigate and facilitate accounting adjustments as necessary
  - Facilitate creation and payment of vendor invoices as required to support paralegal services
  - Provide expertise on various legal related accounting functions as required, including billings and monthly revenue reporting
4. Provide legal administrative support to operations
- Perform routine audits on account activity to ensure compliance with policy and procedures
  - Create and maintain a current stakeholder list, ensuring access to staff
  - Develop and maintain an organized repository for templates, forms, and precedents
  - Develop and maintain a resource library for training and operational reference materials
  - Oversee legal administrative and enforcement activities, performing quality checks on legal documents and communications
  - Liaise with Court clerks, administrators, trustees, and other stakeholders as required for operations
  - Ensure timely responses to client inquiries, paralegal requests, debtors, trustees, and other stakeholders
5. Policy, procedure, and systems development
- Research, plan, and implement processes and procedures to accommodate inventory and program growth
  - Analyze and identify areas for improvement within processes to maximize productivity
  - Ensure process documentation is current and complete; work with business analyst to support ongoing maintenance of process map repository
  - Prepare statistical operational reports; analyze data and identify trends, areas of concern, or opportunity relating to operational efficiency and effectiveness; make recommendations for action
  - Create and maintain an enhanced process for measuring productivity by individual, unit and function according to the department and division business goals
  - Design and implement systems to facilitate achieving operational goals and improving productivity, efficiency, effectiveness, and value for effort
  - Develop and implement measurement systems to determine success or failure and provide reporting
  - Collaborate with other stakeholders across GOA to discuss and share best practices, and facilitate knowledge sharing where appropriate
6. Records Management
- Develop and implement an electronic file intake/creation process for operational records
  - Maintain process for ongoing review, storage, and closure of operational records
  - Arrange for staff training and education to support paralegals with records management activities
  - Liaise with Senior Records Officer (SRO) and/or related teams on the development or enhancement of records management processes and tools, ensuring procedures align with GOA Records Management policies

## Problem Solving

Typical problems solved:

The Supervisor supports the management of the day-to-day operational activities in the delivery of administrative functions to Paralegal Services and has the responsibility to ensure adherence to established policy/procedure and legislation for service to be delivered efficiently and effectively. The position requires awareness of scope and volume of workloads facing the administrative team, internal/external pressures and the ability to balance competing and changing priorities. Issues may come up and will require research, comprehensive analysis and collaborative engagement with Management, team members and stakeholders internal/external to government.

Professional conduct is required given the potential high volume of work and the potential for competing priorities required of the team as well as often conflicting perspectives, requirements, and priorities of the varied partners and stakeholders.

Types of guidance available for problem solving:

Resolution of issues may be guided by legislation, departmental policies and procedures, and divisional and branch operational plans.

The position is guided by:

### - Legislation

- Program-specific legislation, housed within the Client-Ministry, which gives rise to the debt and may also guide the use of collected information, legal actions taken, etc.
- Broad collections legislation such as the Alberta Civil Enforcement Act (CEA), the Federal Bankruptcy and Insolvency Act (BIA), and the Alberta Freedom of Information and Protection of Privacy Act (FOIP) and other privacy acts in other jurisdictions.

### - Policy and Procedures

- Within the Collections and Recoveries branch - which differ based on the program and technology used. They are continuously improved to incorporate industry best practice and ensure efficient and effective debt collection.
- From Client-Ministries - with respect to each debt collection portfolio administered on their behalf that may dictate how we work the files to achieve the ministry's objectives and/or affect their stakeholders.

### - Information sharing agreements that may be entered into with other GOA Ministries.

The position is expected to supervise the day-to-day activities of administrative professionals where support and assistance from the Manager is provided as required.

Direct or indirect impacts of decisions:

The Supervisor operates within the context of relevant legislation, government objectives, policy and administrative frameworks. Client and stakeholders (government and non-government) will be impacted by actions taken. The Paralegal Services team is responsible for supporting Alberta customers and GoA stakeholders (e.g., individuals, band member, and corporations) across more than 30 programs administered by the GoA (e.g., TBF, Environment, Justice and Solicitor General, Energy, Advanced Education, Jobs, Economy and Trade, Community and Social Services, etc.).

This position has a direct impact on the efficient operation of service delivery to the Paralegal Services team and GoA Ministries. Decisions impacting collections and enforcement can be potentially contentious due to the number of stakeholders involved. Careful consideration is required to identify and develop strategies and processes that create (and maintain) support and commitment, while ensuring coherent and forward-looking approaches for service delivery.

This position is responsible for the coordination of all administrative tasks to support recovery and paralegal activity on accounts transferred to the department, ensuring activities are carried out in

accordance with policy/procedure and legislation and services support the departments priorities and business plans. This requires coordination on the effective use of resources by the department.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal

- Director - Frequent and ongoing - to provide updates and recommendations; receive guidance as to Branch directions and priorities; identify opportunities and recommend solutions.
- Other members of the Branch and Division Leadership Team - frequent meetings and informal contact ongoing to ensure alignment and coordination with broad and specific issues within the branch and division.
- Ministry clients - frequent and ongoing - to define business requirements and develop and implement customized debt collection strategies that support best practices.
- Leadership teams across the Branch and Division - frequent contact in meetings and informally as needed to ensure coordination and collaboration to achieve intended goals and outcomes as set by government and implementation of initiatives.
- Justice Legal Counsel - to consult and collaborate with Civil Law Division and various lawyers on issues pertaining to enforcement action.
- Branch staff - frequent and ongoing - to ensure coordination and integration of initiatives as it is the teams that need to be invested to be successful in implementing the branch strategic initiatives.
- Ministry representatives (e.g. HR, Finance) - frequent and ongoing - resolve issues, exchange information and collaborate on initiatives.

### External

- Civil Enforcement Agencies - to request enforcement activities provided under Contract with the GoA.
- Legal Counsel - to consult with various lawyers and law firm staff on issues pertaining to enforcement action.
- Other levels of government - contact as required to obtain/share data and learn about best practices to coordinate implementation of initiatives, provide direction and gather information. Coordinate MOU reviews/revisions.

## Required Education, Experience and Technical Competencies

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

If other, specify:

Business Administration, Paralegal or Legal Administration

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

Two-year diploma in a discipline related to legal administration plus minimum of five years related experience.

This position will supervise and provide leadership to a team of administrative staff. Experience managing and supervising employees 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		
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>	
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>	
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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>	
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> </ul>	

		<ul style="list-style-type: none"> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</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>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	

**Benchmarks**

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