

Update

Ministry

Transportation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Permit Program Delivery Repres

Current Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Carrier and Vehicle Safety, Permitting & Approvals

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:

The Permitting and Exemptions section is responsible for delivering Alberta Transportation's (AT) permit program to the transportation industry. Annually, approximately 200,000 permits are issued and over \$24 million in revenue is collected.

The Central Permit Office is the main government source of specialized trucking information regards permits and exemptions. This position is the front-line contact for this information. The types of permits that this position deals with have safety, infrastructure, and economic impacts, and errors could have significant consequences. TRAVIS (the permit issuance system) is a complex program and user support is critical to the success of the permit process.

Reporting to the Permit Program Delivery Coordinator, the primary purpose of the position is to serve as the departmental representative delivering overweight/over-dimension, log haul, carrier compliance and vehicle safety permits and exemptions to the transportation industry.

Responsibilities

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

There are three primary responsibilities to this role:

- 1. Permit Application Analysis:**

- Analyze permit applications to verify the need for a permit and permit type.
- Review the details of the request with respect to the applicable legislation and permit policies.
- Analyze the impact of the vehicle on the proposed route and make a decision to approve or deny the permit application or determine additional approval levels.
- Ensure that all required levels of approval are obtained and documented.
- Analyze and decide on municipal approval requirement for permit applications.
- If required, create accurate and descriptive conditions to cover unique cases where standard conditions do not apply.
- Provide advice to clients or their agents if issues are identified.
- Ensure that the data entry is accurate and complete. Process payment.
- Follow-up on client issues and resolve where possible. Determine appropriate level of escalation (supervisor or engineer) for more complex issues.

2. Provision of Technical Information and Advice:

- Effectively deal with clients regarding business related inquiries and matters.
- Use detailed knowledge of legislation, policies, and the trucking industry to provide accurate information, advice and interpretations of the regulations, acts and policies to the public and industry. Must exhibit commitment to the Department's mandate of service excellence.
 - Use detailed knowledge of provincial highway system and trucking industry to select safe and practical routes for commercial vehicles.
 - Provide an interpretation of permit conditions, which must be consistent with the on road enforcement.
 - Provide information on permit applications regarding the type of permit required and the calculation of permit fees.
- Determine whether client alerts or restrictions require that services be withheld. Explain restrictions to clients in a diplomatic manner, providing assistance and advice on procedures and options for settling outstanding issues.
- Distribute road ban information and advice.

3. Provide Technical Process Support to TRAVIS Web users, agents, and municipal permit authorities.

- Outsourced permit applications are processed through the TRAVIS Web system. Agents and users frequently require technical and process support to successfully apply for a permit. The position must:
 - Diagnose common technical issues (e.g. end user computer set-up) and provide advice on potential remedial actions.
 - Provide support on using the TRAVIS failover system if the main system is unavailable.
 - Use the Tealeaf customer support tool to diagnose TRAVIS Web process issues and provide real-time support to applicants and agents.
 - Document and report system problems (symptoms, issues and potential solutions) to TRAVIS System specialist, supervisor and Engineer. If working unsupervised, report issues directly to the IT help line.
 - Document user issues/resolutions for later analysis and possible system changes.
- Support municipal authorities in the use of TRAVIS MJ.

Problem Solving

Typical problems solved:

Staff often work independently without direct support available.
Staff are expected to analyze applications and make decisions at a level based on information provided by clients. Peer review of proposed decisions (at very high levels of complexity or judgment) is the primary backup to ensure accuracy.
The position regularly involves making decisions that could affect infrastructure protection and road safety. Staff are empowered to apply individual discretion to approve permits and to use knowledge and creativity to resolve urgent client issues. While policies and guidelines may assist with consistency, many decisions involve unique situations where a judgment call becomes necessary.

Types of guidance available for problem solving:

This position must make decisions balancing legislation, regulations, permit policies and procedures and public safety and infrastructure protection while supporting and facilitating the movement of over-dimensional/overweight loads and vehicles on Alberta highways.
This requires extensive knowledge of over 50 permit types and over 300 policies as well as regulations and procedures. Can seek input from technical experts, supervisor, peers, Director and engineers within the Program Support and Implementation Section, as well as other AT staff.

Direct or indirect impacts of decisions:

The decisions made could have a direct impacts to the operations of the trucking industry, municipalities, TRAVIS agents, public safety, and infrastructure (road and bridge) damage.

Key Relationships

Major stakeholders and purpose of interactions:

The Permit Program Delivery Representative is a front line contact with diverse stakeholder contacts such as:

- commercial carriers, specialized haulers, farm operators,
- permit agencies, registry agents, other program areas within the GOA (Service Alberta, Municipal Affairs, Sheriffs Highway Patrol, etc.),
- rural/urban municipalities, and associations, and
- the public.

The purpose of all contacts are to provide technical advice on Alberta's permit programs and policies.

Required Education, Experience and Technical Competencies

Education Level

High School Diploma

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

A Grade XII diploma and a minimum of three years of relevant experience is required

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

Knowledge of core legislation dealing with the job function, including

- *Traffic Safety Act,*
- Commercial Vehicle Dimension and Weight Regulation,
- Use of Highway and Rules of the Road Regulation,
- Operator Licensing and Vehicle Control Regulation,
- Vehicle Equipment Regulation.

Must be fully conversant with branch policies for the purpose of ensuring the safe and efficient movement of oversize vehicles, including:

- Allowable dimensions for various commodities,
- Allowable dimensions for vehicle configurations,
- Allowable axle group weights,
- Permit conditions,
- Requirements for escort vehicles, lights, and other safety devices,
- Internal vehicle dimensions (such as effective rear overhang, wheelbase, etc.),
- Vehicle equipment requirements, and
- Permissible exemptions.

Must have a comprehensive knowledge of Alberta regulations and policies to answer industry inquiries, to create new and unique permit conditions and assist in the creation of new policy.

Must be fully capable of effectively using complex computer systems, including TRAVIS, TRAVIS Web, TRAVIS MJ, and MOVES.

Must understand road bans and the effect that heavy vehicle have on various types of infrastructure. This must be explained to clients when dealing with the trucking industry.

Must be able to translate numbers and codes regarding weights and dimensions in order to visualize and comprehend the actual vehicle involved. Most of the interaction with industry takes place over the telephone, so the position requires the ability to form a mental picture and make decisions affecting the safety of the motoring public and the protection of the highway system infrastructure.

Must be able to quickly and accurately perform mathematical functions such as the computation of permit fees, percentages for road bans, axle and gross vehicles weights, etc. Errors could lead to serious business issues (since fee estimates are used for bidding purposes) or public safety/infrastructure damage.

Must be able to fully comprehend the concept of routing when moving a load from one location to another. This includes memorizing the locations of all numbered highways and named places on the provincial map. Using this knowledge, staff must quickly and accurately identify and assess possible routes, taking into account potential restrictions that could affect the safe passage of the vehicle.

This position requires considerable knowledge of the many aspects of truck equipment and trucking operations - both for general trucking and for a wide variety of specialized applications (oil, forestry, farming, construction, etc.).

Requires excellent public relations skills and phone etiquette.

Must be able to work independently without support, as many shifts occur outside of core office hours.

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		

Agility



Works in a changing environment and takes initiative to change:

- Takes opportunities to improve work processes
- Anticipates and adjusts behaviour to change
- Remains optimistic, calm and composed in stressful situations
- Seeks advice and support to change appropriately
- Works creatively within guidelines

Because the road conditions are constantly changing and the equipment or building being moved has different specifications, each application is assessed in detail. When reviewing the application, the position must consider the variables described in the application to the established criteria giving consideration to, what is being moved, the weight and size of the equipment, the possible routes and the conditions that must be met for the move, for example, overhead wires, whether the bridges can handle the size or weight and pilot vehicles required. Position either approves the request or recommends an alternate route.

<p>Creative Problem Solving</p>	<p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Works independently within established guidelines, practices and standards, and has the ability and latitude to consider the most appropriate process and conditions to apply to applications. The Permit Program Delivery Representative must exercise judgment when interpreting the regulations because different routes have different rules and different types of equipment, bridge sizes and road conditions. Peer review is available. Access to a supervisor, engineer and manager is available for more complex technical issues or unusual circumstances that require engineering computations or judgments that could have potential precedent setting implications.</p>
<p>Build Collaborative Environments</p>	<p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>Staff are expected to analyze applications and make decisions at a level that previously required supervisor review. Peer review of proposed decisions (at very high levels of complexity or judgment) is the primary backup to ensure accuracy.</p>

			<p>The position regularly involves making decisions that could affect infrastructure protection and road safety. Staff are empowered to apply individual discretion to approve permits and to use knowledge and creativity to resolve urgent client issues. While policies and guidelines may assist with consistency, many decisions involve unique situations where a judgement call becomes necessary.</p> <p>Seeks input technical experts and engineers within the Program Support and Implementation Section as well as other AT staff.</p>
--	--	--	---

Benchmarks

List 1-2 potential comparable Government of Alberta: